



Mediation Clinic Annual Report

2019

CONTENTS

| | Page |
|---|------|
| Introduction from the Director | 3 |
| About the Mediation Clinic | 4 |
| Chair's Report | 5 |
| Director's Report | 7 |
| Housing Project Report | 10 |
| Student Assistant Report | 13 |
| The Future | 14 |
| APPENDIX 1: Summary of Simple Procedure Cases: Oct 2018 – Sept 2019 | 15 |
| APPENDIX 2: Financial Summary | 16 |
| APPENDIX 3: List of Members in 2019 | 18 |
| APPENDIX 4: Summary of Feedback (Oct 18-Sept 19) | 21 |



Charlie Irvine, Director

Introduction from the Director

'Every horizon, upon being reached, reveals another beckoning in the distance.'
(W. Eugene Smith)

This annual report covers the period from October 2018 to September 2019, our busiest year since the Mediation Clinic was formally launched by the Principal, Sir Jim McDonald, in 2014. Looking back, the Clinic has fulfilled a good many of our hopes and ambitions; yet as one challenge is overcome so another appears on the horizon.

To list a few:

- We hoped to have enough cases for our students to develop their skills. This year the Clinic provided 79 mediations, relying on a network of 23 lead and 23 student mediators
- We hoped to provide mediation in Glasgow Sheriff Court, gradually raising its profile with judges. This year, under the Simple Procedure rules, we received 196 referrals from 6 sheriff courts across the Central Belt.
- We hoped to encourage the use of mediation in housing cases. We are now in the second year of a Housing Mediation Project supported by a grant from SafeDeposits Scotland Trust. See the report below from Anthony Syder, project development worker.
- We hoped to raise awareness of mediation among undergraduate law students. Thanks to grants from Strathclyde Alumni Fund, Chloe Ramsay is the fourth student assistant working to support the Clinic. This year we are providing mediation intake training to undergraduates, enabling them to take part in this key aspect our work.

I write below of the challenges facing the Mediation Clinic in the coming year, but it's also good to pause and celebrate what has been achieved. I hope you enjoy this report.

About the Mediation Clinic

The Mediation Clinic is part of Strathclyde Law School. Students are drawn from the LLM/MSc in Mediation and Conflict Resolution. Lead mediators are practitioners who give generously of their time to mentor new mediators. Many are former students on the LLM/MSc course.

Strathclyde University is known as the 'place of useful learning' with the following values: bold, people oriented, innovative, collaborative and ambitious. While the Clinic's work reflects all of these values, it has been singled out by the Principal as an example of the university's commitment to being people oriented:

<http://www.strath.ac.uk/whystrathclyde/values/>

Mission Statement

'Promoting the quick, creative and peaceful resolution of disputes through mediation.'

The Clinic's objectives are:

- To promote access to justice by encouraging the use of mediation as a quick, affordable and effective means of conflict resolution;*
- To provide a Centre of Excellence in mediation practice and education, where experienced practitioners work alongside, and supervise, those learning their craft;*
- To provide a service to the community by making mediation available in selected Sheriff Courts, Tribunals and other venues in Scotland;*
- To provide postgraduate mediation students with the opportunity of applying their academic learning by observing and participating in mediations;*
- To provide qualified mediators and former students with the opportunity of gaining further experience in mediation;*
- To encourage the legal profession to embrace mediation as a viable alternative to litigation in the resolution of disputes;*
- To educate the public about mediation: how it works in practice and its potential in settling disputes quickly, cheaply and collaboratively.*

Chair's Report

It has been another busy year for the Clinic, as it continues to serve the Sheriff Courts in Glasgow, Paisley and Falkirk with much success. We rely heavily on past students, who generously give of their time to attend court and mediations at the Clinic office, and to pass on their skills to new students who move on to become skilled mediators, and in turn continue the roll of mentors to those following them. And so, the circle of life continues.....

Mission Statement

One of the tasks tackled by the Board this last year was to draft a Mission Statement. After some tweaking, we came up with the statement on the previous page. We believe it encapsulates the aims of the Clinic.

Meetings

The Board held a total of six meetings during the course of the year, functioning with a small core of members. I would like to thank Ailie, Pauline, Sophie and Libby for their contributions during the course of the year, and of course Charlie, the Director of the Clinic, who continues to take it to greater heights.

Evaluation Form

We introduced a post-mediation evaluation form, to obtain feedback from parties after each mediation. The feedback is generally positive and provides useful information on where the Clinic can improve its service.

Student Assistant

Thanks to funds being made available by the Alumni Fund, we were able to employ Chloe Ramsay as a student assistant to assist Pauline in the administration of the Clinic. A big thank you must go to both Pauline and Chloe, and the Alumni Fund, for keeping the Clinic ticking over in a most efficient manner.

Law Awards

The Mediation Clinic was shortlisted for the Scottish Legal Awards 2019 in the following categories:

Community Contribution Award

Public Sector In-house Legal Team of the Year

A group of enthusiastic supporters attended the awards ceremony in Glasgow this March but sadly the Clinic didn't receive either award. It was still an honour for the Clinic to be nominated, and I would particularly like to thank Ailie Barclay for her work on the application.

Mentoring

One of the less successful endeavours of the Clinic was the introduction of “mentoring”. It was a well-intentioned attempt at pairing students with mentors in order to create a longer time period within which the mentor could share thoughts and ideas, and pass on practical skills to the student. It was to be a pilot scheme to test the practicalities of adopting such a practice in the future. The scheme never received much support, particularly from students, and eventually fizzled out. Thank you to those mentors who made themselves available, and to the students who participated. I believe that it could still be a workable scheme and I suggest that it be given another chance.

Attendance at the Clinic

Some students on the Master’s course put more time into the Clinic than others, and benefit by the experience they gain from first observing mediations, then progressing to being a student mediator and finally becoming lead mediators. That is, after all, what mediation is about. I am aware that it is difficult for some students to find the time for attending court or mediations at the Clinic office but I encourage all new students to make every effort to do so, particularly at the commencement of the course when things like dissertations are less pressing.

Kilmarnock Sheriff Court

The Board debated the extension of the Clinic to the Kilmarnock Sheriff Court, but decided that, at this time, we do not have the capacity to service that court. It was agreed that I would offer, and provide, such a service. I am happy to report that this service will probably commence during the course of October, and will be conducted under the auspices of the Clinic.

CPD with Edinburgh

On the 3rd of April this year, the Clinic held a joint CPD with Edinburgh Sheriff Court Mediation Service, where I delivered a presentation on the role of solicitors in mediation followed by a goldfish bowl exercise. It was well attended and serves as a good example of what can be achieved by the continued collaboration of the two groups.

I am unfortunately not able to attend this year’s AGM but pass on my thanks to all those who have been involved in the Clinic in the last year, and I also make myself available to serve on the Board in the coming year.

Patrick Scott

Chair

Director's Report

It has been a huge pleasure to see our team develop and grow. As our Chair, Patrick, notes, the circle of life goes on, and it's good to see some of our more experienced former students doing less pro bono mediation as they move into paid work. Others have stepped up to replace them. And this year I'm delighted to see that our administrator, Pauline McKay, has registered as a student on the Postgraduate Certificate in Mediation and Conflict Resolution. I'd also like to thank experienced mediators from beyond the university for offering their time.

The Clinic was originally conceived as a student-led organisation, providing real-world experience for students on the Masters in Mediation and Conflict Resolution. As our work has been increasingly welcomed and embedded in the Scottish justice system it has become clear that we need to expand our base. This applies to practitioners, governance and supporters. In terms of practitioners we welcome experienced mediators who are willing to work pro bono in our fascinating and diverse range of court-referred cases. We recognise that others have completed training and need mediations to develop their practice – wherever possible we provide opportunities to observe and co-mediate until people are ready to join the Scottish Mediation Register.

Turning to governance and supporters, in 2017 we amended our constitution so that our board now contains both students and others with experience and insight who want to help steer the Clinic on its journey. This year we are proposing a further amendment to recognise supporters who are not necessarily current practitioners. There will now be two categories of member: ordinary members and mediator members. Mediator members are those who provide mediation services to the Clinic; ordinary members includes anyone who would like to support our work and takes an interest in the Clinic's success. All members will be eligible to stand for election to the board.

Mediation Work

A good question for any mediation provider has to be 'what difference does our work make?' As usual our statistics tell a story of busy, at times frenetic, activity. We received 196 referrals from 6 sheriff courts and the Law Clinic and provided 79 mediations. Of these 40 settled.

This doesn't tell the whole story. In a sizeable proportion of the referrals that don't come to mediation, our team spends time on the telephone with one or both parties. This pre-mediation or 'intake' work is demanding, calling for skilful listening and a wee bit of charm as we deal with sometimes bewildered and angry people. This careful preparation can make a significant difference to the subsequent mediation case.

It is also worth noting that a proportion of the cases that don't reach settlement at mediation go on to settle subsequently. I learned recently that, out of over 60,000 Simple Procedure cases in Scotland last year, there were fewer than 200 evidential hearings. Clearly few of our less successful mediations end up with a full-blown court hearing.

I would like to pay a particular tribute to those who volunteer to attend court. We maintain a presence in Glasgow, Paisley and Falkirk Sheriff Courts. As well as travel (and smartening up) this demands considerable confidence and determination. We never know whether there will be a mediation case. When there is our mediators have to act quickly and authoritatively to organise rooms, parties and supporters while also synchronising with sheriffs and sheriff clerks. On one occasion a mediator completed 3 cases on the same day (you know who you are – many thanks); on others there are no cases at all. I'm aware of the frustration of a wasted journey. However, having spoken recently to sheriffs and sheriff clerks I'm equally aware of the great respect they have developed for the Clinic, and I think our presence in court helps contribute to that.

The most important part of the story has to be the satisfaction of our users. This year our admin team has developed an easily accessible post-mediation survey. We have added the full results below, but it's worth noting some highlights. 98% of respondents ticked the 8th, 9th or 10th box (on a scale of 0-10) for the statement: "The mediators were fair and impartial"; 92% for: "The mediators understood the issues I had to resolve". Outcome satisfaction was more equivocal: 47% ticked the top three boxes, as did 59% for "Mediation was an efficient way to resolve my dispute". Most pleasing of all is a glance at the freehand responses to our request for ways to improve the mediation service. The word "helpful" appears 8 times, alongside "excellent", "friendly", "appreciate" and "grateful". Even if mediation doesn't always result in a resolution, our clients clearly appreciate our help and support in dealing with a very difficult situation.

Funded Projects and Awards

Once again we would like to thank Strathclyde Alumni Fund for its support. This has enabled us to employ Chloe Ramsay as student assistant and I commend her report (below) to you. We will be making a further application to the fund for the coming year as student assistants have made a key contribution to the Clinic's work.

In 2019 the Clinic was successful in its second bid to SafeDeposits Scotland Trust. Their generous grant of £29,600 allows us to build up the work of the Housing Mediation Project for two further years, and in April we appointed Anthony Syder as successor to our first development worker, Carolyn Hirst. His report is also below.

Thanks to the work of our former Chair, Ailie Barclay, we were nominated in two categories at the Scottish Legal Awards in March. A healthy contingent attended the (rather expensive) dinner and we have high hopes for the coming year.

I would like to finish with a big thanks to all lead and student mediators. Mediation requires courage and patience. It's never easy and never dull. One of the most important parts is being there, and without our volunteers we simply couldn't function. I'm cautious in speaking about another horizon appearing in the distance, but the arrival of both Margaret Mitchell's Mediation (Scotland) Bill Consultation and Scottish Mediation's Expert Group Report "Bringing Mediation into the Mainstream in Civil Justice in Scotland" are very positive signs. The big horizon for me has to be the day when our work receives financial recognition from the Scottish justice system and our mediators are properly rewarded for their hours of study and years of practice.

And finally a special thanks needs to go to Pauline McKay, our Administrator. In one day per week she has organised 79 mediations from 197 referrals. I'm personally very pleased she is studying with us this year and wish her well in the Postgraduate Certificate.

Housing Project Report

The Housing Mediation Project continues to grow and succeed. As stated in our application for stage 2 of the project, we have been working to grow the awareness of the service and encourage tenants, landlords and agents to mediate as early on in a dispute lifecycle as possible. We have also successfully recruited our new project development worker who started on the 15 May 2019.

The development worker's priority has been to undertake a multi-faceted approach to building relationships and capturing the attention of the following groups:

Tenants

Contact has been made with several Citizen's Advice Bureau branches in Strathclyde offering a range of options to build relationships and help each other as best as possible. This includes offering advice and information on the housing mediation project in general, speaking to the branch manager or the team of volunteer advisors on the benefits of mediation so that they are aware of the process and will in turn be more likely to refer clients to the clinic. This is ongoing due to the high number of volunteer turnover in these roles.

Social Media: The Mediation Clinic has an active social media presence.

Shelter Scotland: Our first development worker established a connection at Shelter that is now being picked up by her successor. There is talk of an online video blog on their website with the clinic aimed at tenants talking about ways to resolve disputes and restore relationships between landlords and tenants.

Landlords and Agents

Our development worker is set to meet with the CEO of Scottish Landlords Association, John Blackwood later this month to discuss the project and ways that we can best engage with landlords and bring awareness to mediation and its benefits.

A recent article about mediating before litigating was published by Scottish Housing News

Our work with Mediators

To ensure that we have the best group of mediators, but also that mediators outside of the clinic are aware of the service for any discussions they may have with relevant stakeholders, we have been promoting the project through these circles also.

We are working collaboratively with Scottish Mediation in many ways including the accreditation of our practitioners to ensure we are a centre of excellence for housing disputes. Our development worker is also working with representatives from Scottish Mediation to see if there are ways for us to mutually benefit from their Mediation Skills Workshop also funded by SafeDeposits Scotland Trust.

The relationship with the Housing and Property Chamber First-Tier Tribunal for Scotland

We maintain a relationship with members of the tribunal, which as previously reported as been positive with mediation being an option actively encouraged and information regarding this available on the tribunal website.

However, the tribunal has made it clear that they are not willing to make directions or referrals to specific mediators or organisations which is why our work to raise awareness of this specific project and with accrediting bodies such as Scottish Mediation is crucial to the success of the project.

The cases received and results

We continue to have a settlement rate or rate of resolution around the 80% mark which is consistent with most mediation services across housing and other sectors. The cases we have received have been greatly variable but tend to be received after the dispute has been ongoing for a considerable amount of time causing escalation and at times quite entrenched positions. Our development worker is seeking to build relationships with larger housing groups who are more likely to be in this position to encourage early use of the service on the basis that this will be beneficial for their relationships with their tenants and cost/time effective for all involved as well.

Case Study

A landlord had been having issues with a tenant regarding the payment of rent and expenses over a number of years. They had not been able to successfully make contact with the tenant and in turn made an application to have the matter resolved. In mediation, the landlord heard of the tenants recent medical issues as well as the loss of their long-term partner which caused further medical issues and resulted in the tenant moving temporarily (6+ months) to a family members home. Assumptions were made prior to the mediation on both sides that the landlord was seeking to evict the tenant and that the tenant would have excuses or a lack of ability to make payment.

The mediation allowed a confidential and safe space for a full and frank conversation around the specifics of the amount owing, the ability for the tenant to make payment and importantly how they will work together to ensure the same situation would not occur in the future. A full settlement was reached around payment and more importantly, the relationship between landlord and tenant had started to mend.

Anthony Syder

Housing Development Worker, September 2019



Student Assistant Report

I have been working part-time with the mediation clinic since December 2018. I was interested in understanding more about mediation and the whole process that takes place. I've been lucky enough to be given a lot of responsibility by Pauline and Charlie and so far I have had an enjoyable and informative experience.

During my time with the clinic I have been involved with various tasks. I have been conducting intake calls with parties who have been referred to the mediation clinic. This has involved me speaking to parties to establish their willingness to negotiate, gathering details about the case and also explaining the process of mediation. I have mainly been involved with monitoring the clinic inbox for new referrals, and queries regarding mediation. Another important task for me has been arranging mediation dates for parties based on our mediator availability. This is normally a lengthy process as co-ordinating parties and mediator's availability can be difficult. However on the face of it, I have been pleased to see the number of mediators actively involved with the clinic as well as other volunteer interest.

As well as being involved in the administrative side of the mediation clinic, I have had the opportunity to attend the courts with our mediators to observe negotiations. This has been a very insightful experience which has made me keen to potentially take part in mediations in the future. I look forward to the remainder of my time at the clinic and hope to actively volunteer after December.

Chloe Ramsay, Student Assistant (Dec 18 – Dec 19)

September 2019

The Future

As I mentioned in my introduction, the Justice Committee's new report, *I Won't See You in Court: Alternative Dispute Resolution in Scotland*, gives us cause for optimism. It recognises that mediation is not yet as widely used as it could be, and mentions the Clinic's efforts in enabling at least some courts to fulfil the promise of the Simple Procedure rules.

My own view is that its recommendations point towards a Mediation Act, similar to the recent Irish legislation, to rationalise the legal framework surrounding mediation and clarify the obligations of courts and solicitors to ensure that it has been properly considered. This will surely transform Scotland's dispute resolution landscape, giving the public greater choice and improving access to justice for those unable to afford legal representation.

In the meantime the Clinic will continue to pursue its original vision of students applying their learning in real-world disputes, thereby improving their own practice and benefiting their local community and wider society.

Appendix 1: Oct 18 – Sept 19

| SIMPLE PROCEDURE TO OCT 2018 – SEPT 19 | Glasgow | Housing * Paisley | Falkirk | Kilmarnock | Airdrie | Not included in SP figures | | | | Total |
|--|---------|----------------------|---------|------------|---------|----------------------------|------------|------|------|-------|
| | | | | | | CAB | Law Clinic | Self | | |
| No of Referrals | 126 | 37 | 14 | 6 | 8 | 5 | 1 | 1 | 9 | 196 |
| No of Referrals that turned into cases | 49 | 14 | 12 | 6 | 5 | 1 | 0 | 1 | 1 | 87 |
| No of Cases that Mediated | 44 | 12 | 11 | 6 | 5 | 1 | 0 | 0 | 1 | 79 |
| No of Cases that Settled | 23 | 7 | 4 | 3 | 3 | 0 | 0 | 0 | 0 | 40 |
| No of Cases that did not settle | 17 | 5 | 7 | 3 | 2 | 1 | 0 | 0 | 1 | 35 |
| No of Cases pending - terms still to be met | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |
| Unsuitable for Mediation | 5 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 6 |
| % of Referrals becoming cases | 39% | 38% | 86% | 100% | 63% | 20% | 0% | 100% | 11% | 44% |
| % of Cases that Mediated against those that turned into cases | 90% | 86% | 92% | 100% | 100% | 100% | 0% | 0% | 100% | 91% |
| % of Settled Cases against those that Mediated | 52% | 58% | 36% | 50% | 60% | 0% | | | 0% | 51% |
| No of cases - no response from either party | 28 | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 30 |
| No of Cases that did not mediate - but contact from one party or unwilling | 25 | 18 | 2 | 0 | 3 | 2 | 1 | 0 | 6 | 50 |
| No of referrals in progress eg intake, party action required, Mediation to be arranged | 27 | 3 | 1 | 0 | 0 | 2 | 0 | 1 | 0 | 33 |
| | | | | | | | | | | |
| | | | | | | | | | | |

* Glasgow, Paisley, Dumbarton, Ayrshire, Hamilton and Law Clinic

Appendix 2: Financial Summary

Housing Project Budget Cost Summary - Oct 2018-Sept 2019 Funded by SafeDeposits Scotland

| | | |
|--|------------|--------------------------|
| Balance at 28 September 2018 | | £12,737.09 |
| <u>Income</u> | | |
| SafeDeposits Scotland (initial allocation) | £14,880.00 | |
| TOTAL INCOME | | £14,880.00 |
| <u>Expenditure</u> | | |
| Salaries | £14,195.00 | |
| Apprenticeship Levy | £58.59 | |
| TOTAL EXPENDITURE | | £14,253.59 |
| Balance at 27 September 2019 | | <u>£13,363.50</u> |

Mediation Clinic Budget Cost Summary – Oct 2018-Sept 2019

| | | |
|-------------------------------------|-----------|-------------------------|
| b/f balance at 01.08.2018 | | £4,885.00 |
| <u>Income</u> | | |
| Alumni Fund Award | £3,600.00 | |
| Faculty | £1,000.00 | |
| Faculty top up for SLA Awards | £540.00 | |
| TOTAL INCOME | | £5,140.00 |
| <u>Expenditure</u> | | |
| Salaries | £3,604.00 | |
| Apprenticeship Levy | £17.92 | |
| Expenses / running costs | £2,688.00 | |
| TOTAL EXPENDITURE | | £6,309.92 |
| Balance at 27 September 2019 | | <u>£3,715.08</u> |

Mediation Clinic Budget (Alumni Fund - Project) Cost Summary - October 2018-September 2019

| | |
|-------------------------------------|-------------------------|
| b/f balance at 01.08.2018 | £0.00 |
| <u>Income</u> | |
| Alumni Fund Award | £1,000.00 |
| TOTAL INCOME | £1,000.00 |
| <u>Expenditure</u> | |
| No expenditure to date | |
| TOTAL EXPENDITURE | £0.00 |
| Balance at 27 September 2019 | <u>£1,000.00</u> |

Appendix 3: List of Members 2019

Staff

Charlie Irvine - Director

Anthony Syder - Housing Project Development Worker

Pauline McKay - Administrator

Chloe Ramsay - Student Assistant

Board Members 18-19

Patrick Scott (Chair)

Ailie Barclay

Libby Cairns

Sophie Revesz

Lauma Jakovele

Pavel Caldri

Michael Hodgson

Lead Mediators

Ailie Barclay

Andrew Boyd

Catherine Brys

Robin Burley

Ben Cramer

Gordon Davies

Alison Ebbitt

David Hossack

Paul Kirkwood

Gordon McKinlay

Maureen Morrison

Marc O'Krent

Linn Phipps

Roy Poyntz

Patrick Scott

Charlie Irvine

Giles Woolfson

Alastair Sharp

Margaret Smilie

Althea Thomas

Carolyn Thompson

Graham Weatherston

Alison Welsh

Student Mediators

Manju Babu

Isabel Hantsch

Dianne Mathewson

Pavel Calder

Jo Harknett

Pauline McKay

Heather Cameron

Michael Hodgson

Pauline McLeod

Sarah Clark

Lauma Jakovele

Irene Murray

Katie Elliot

Josefine Lehmann

Sophie Revesz

Maria Galli

Jennifer Lush

Jonathan Rodrigues

Graham Mitchell

Virginia Marcote-Garcia

Richard Spencer

Maureen Gunn

Julie Marshall

Observers

Claire McCauley

Tom McEntegart

Sharon McKay

Bill Porterfield

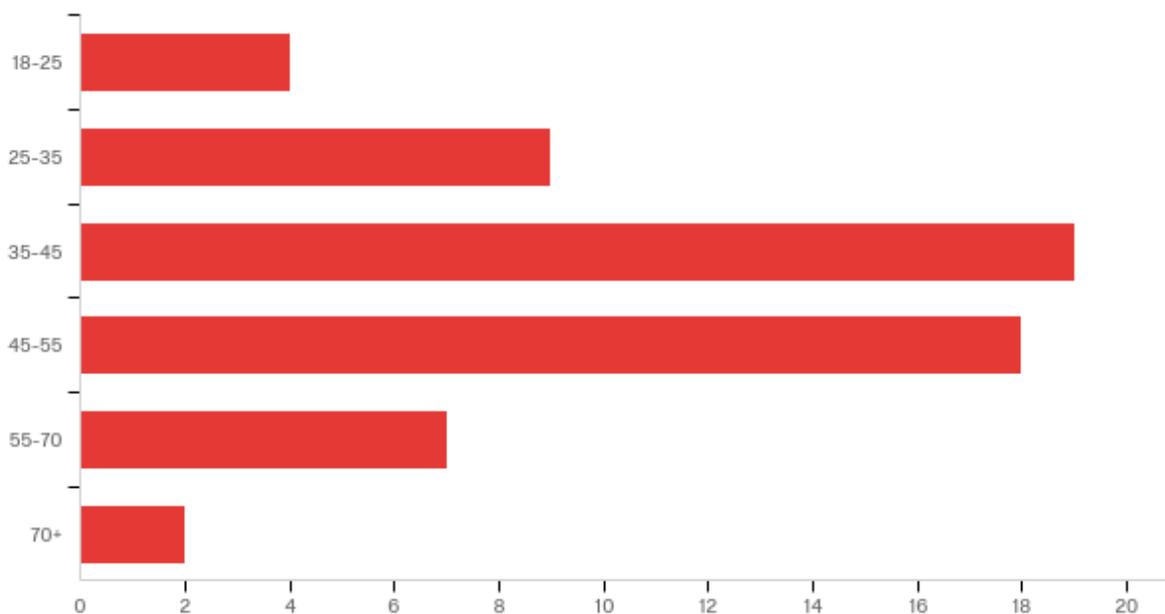
Chloe Ramsay

Appendix 4

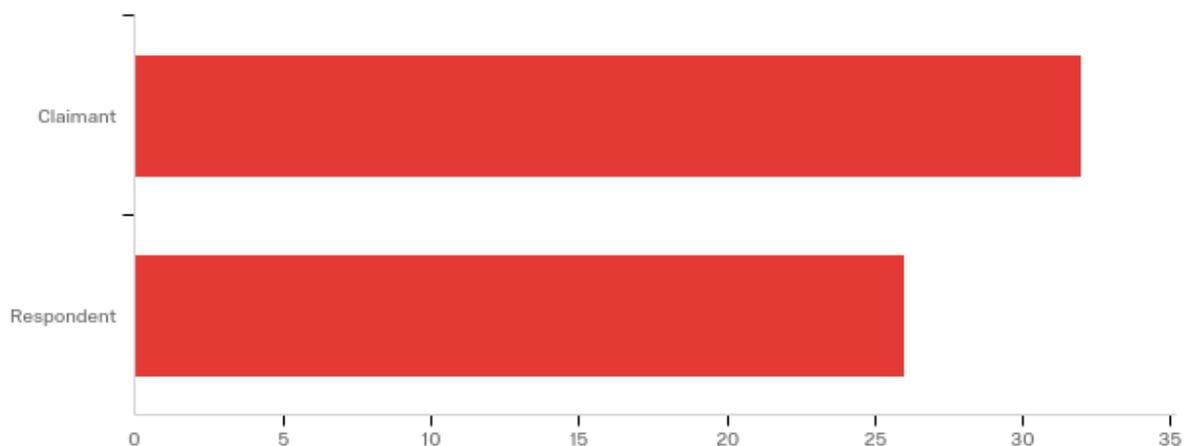
Mediation Clinic at University of Strathclyde Anonymous Feedback Form Responses

Based on 59 Responses: Oct 2018 – September 2019 (extracted 27/09/2019)

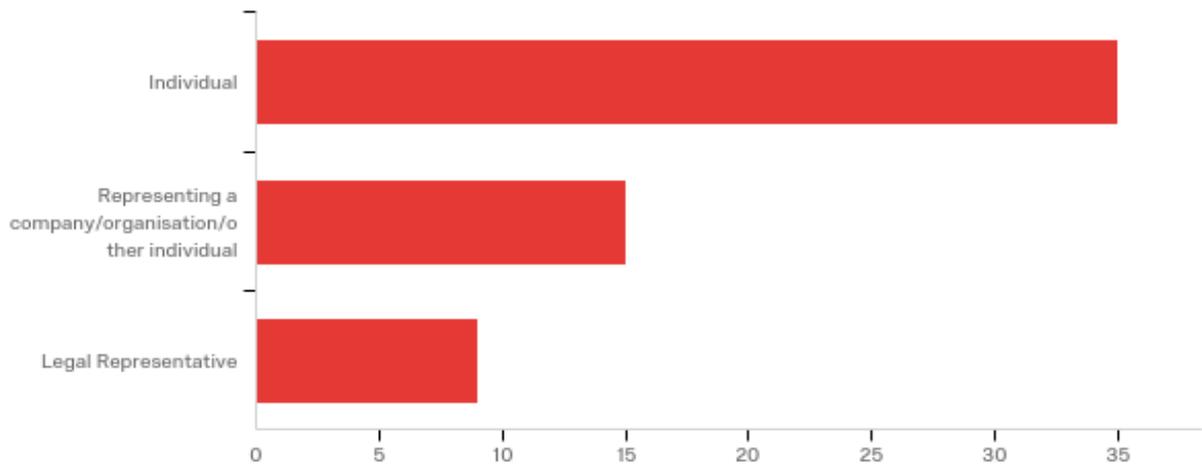
Q1 - Age range



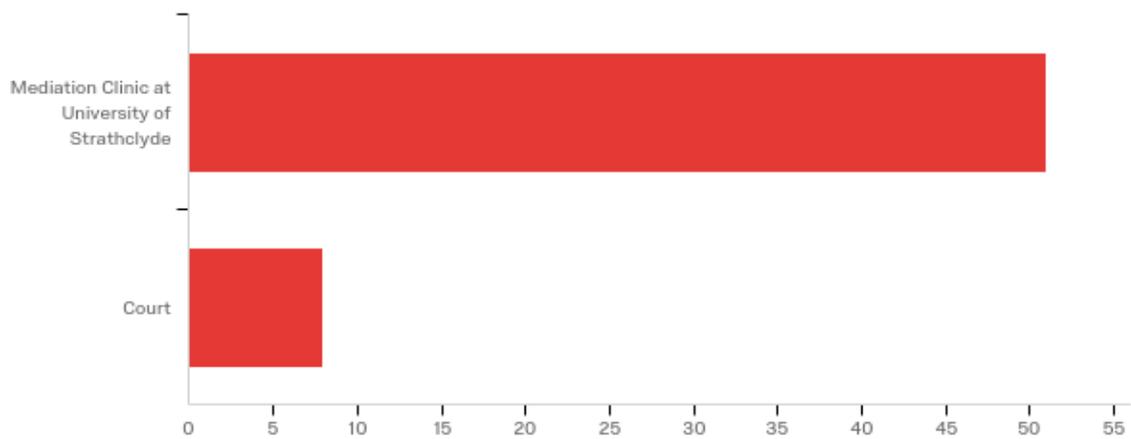
Q2 - Were you the Claimant or the Respondent in this action?



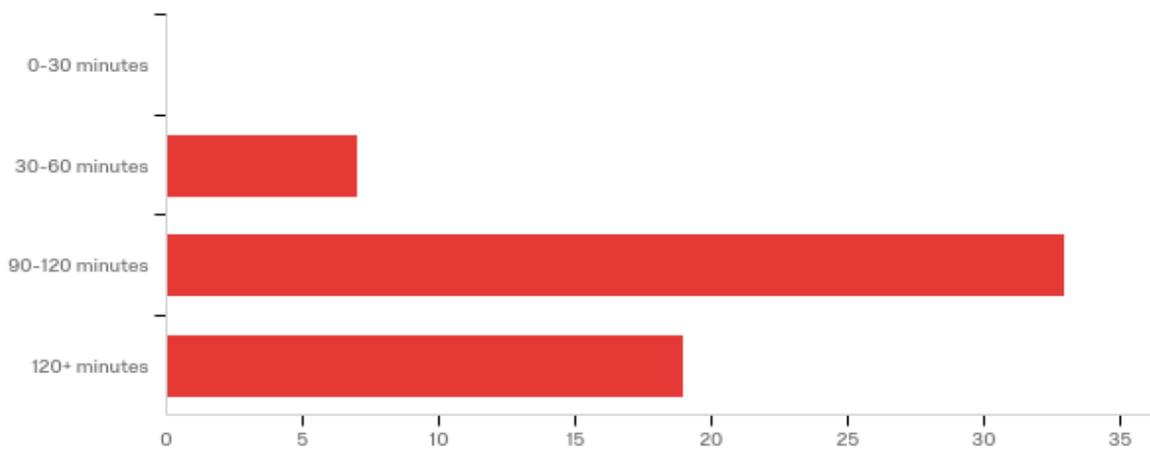
Q3 - Were you involved in the case as an individual or representative of an organisation?



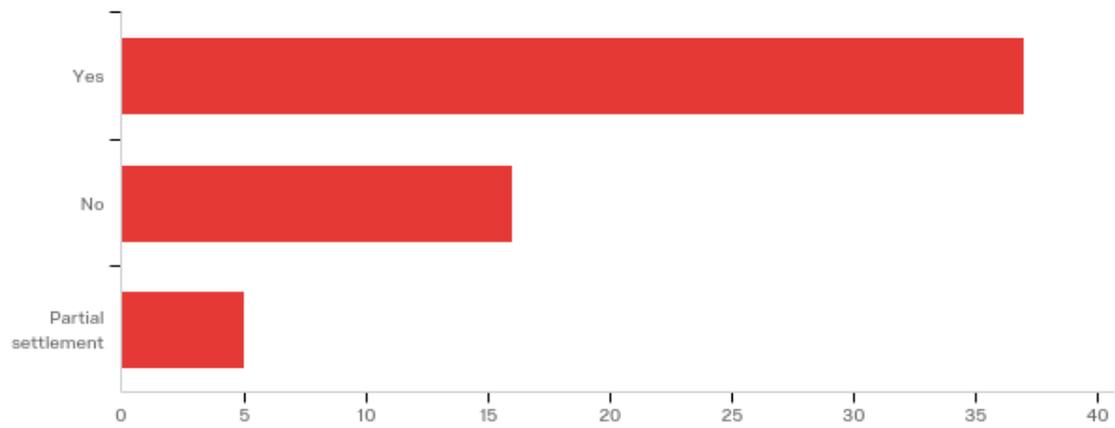
Q4 - Where did the mediation take place?



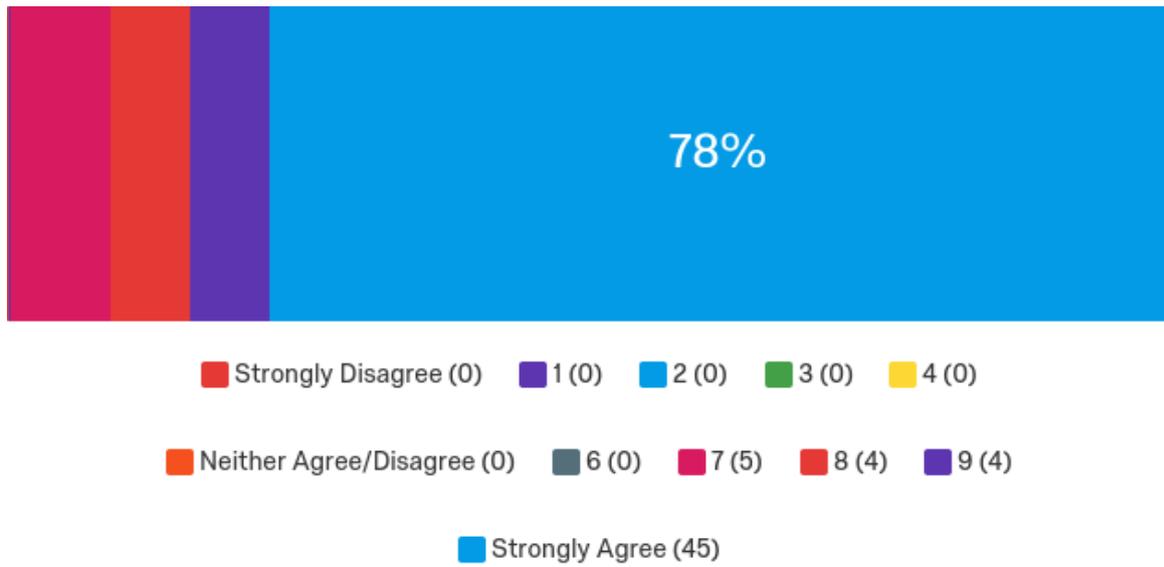
Q5 - How long did the mediation last?



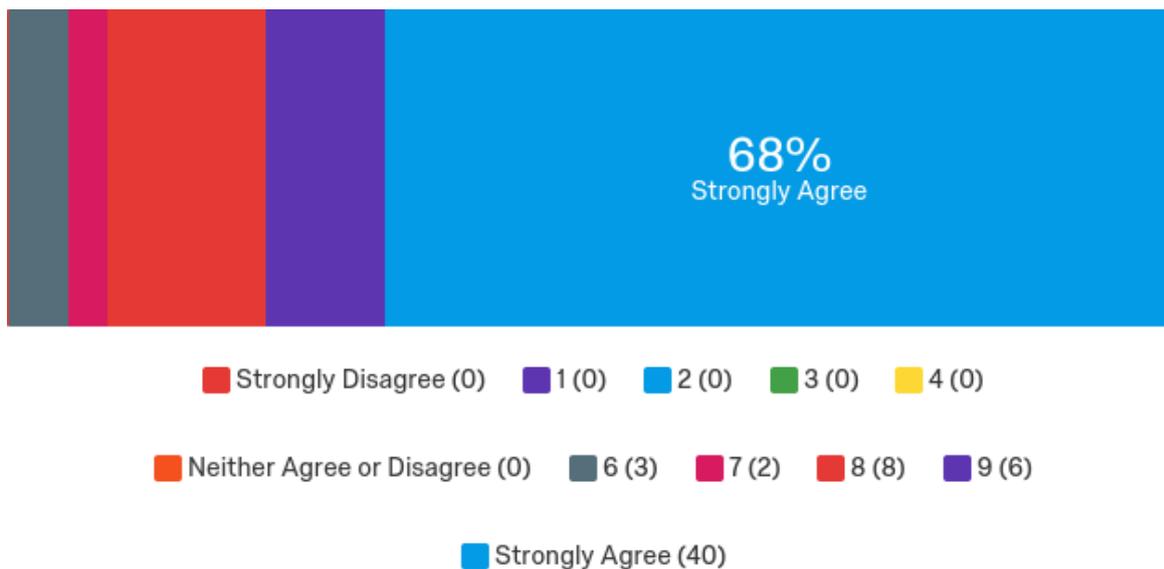
Q6 - Did the mediation result in a settlement?



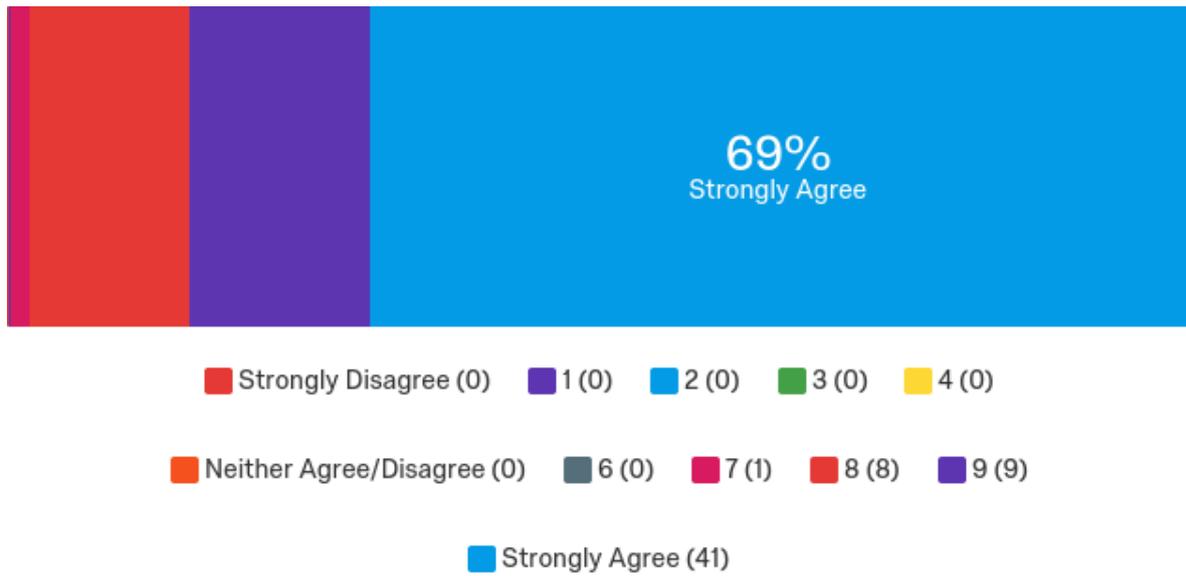
Q7 - The mediators clearly explained what is involved in mediation.



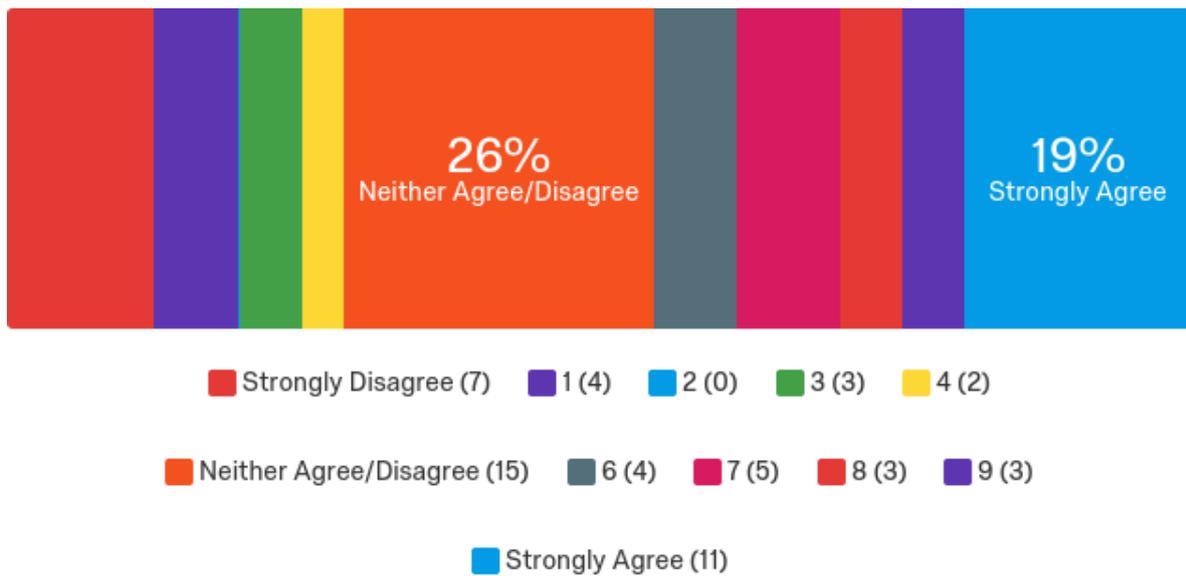
Q8 - The mediator(s) understood the issues I had to resolve



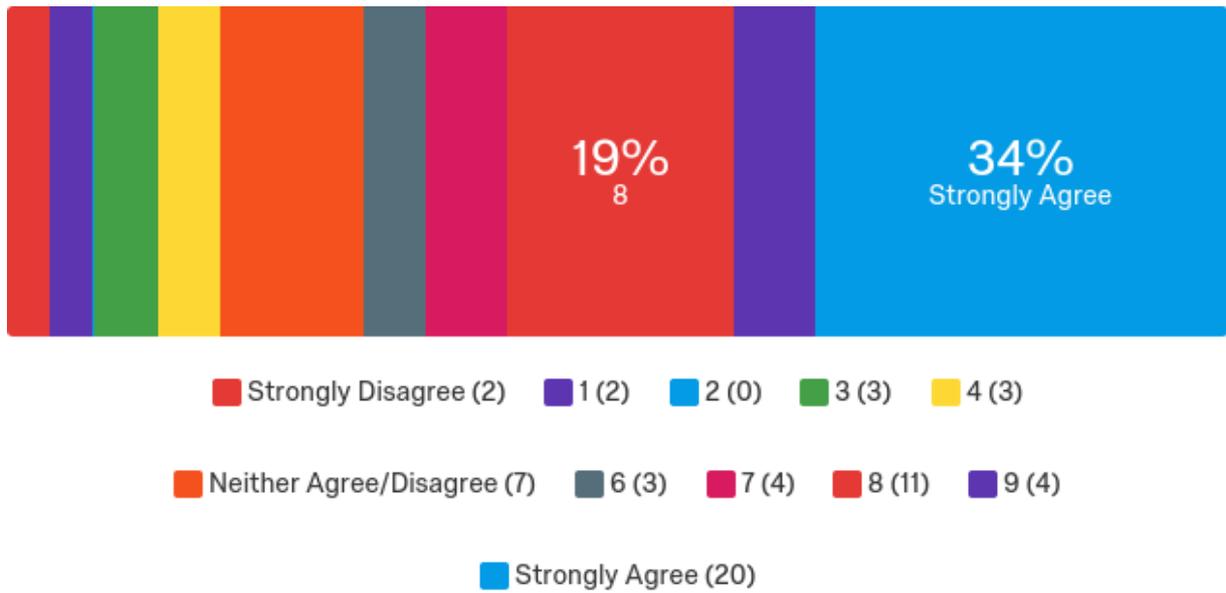
Q9 - The mediator(s) were fair and impartial



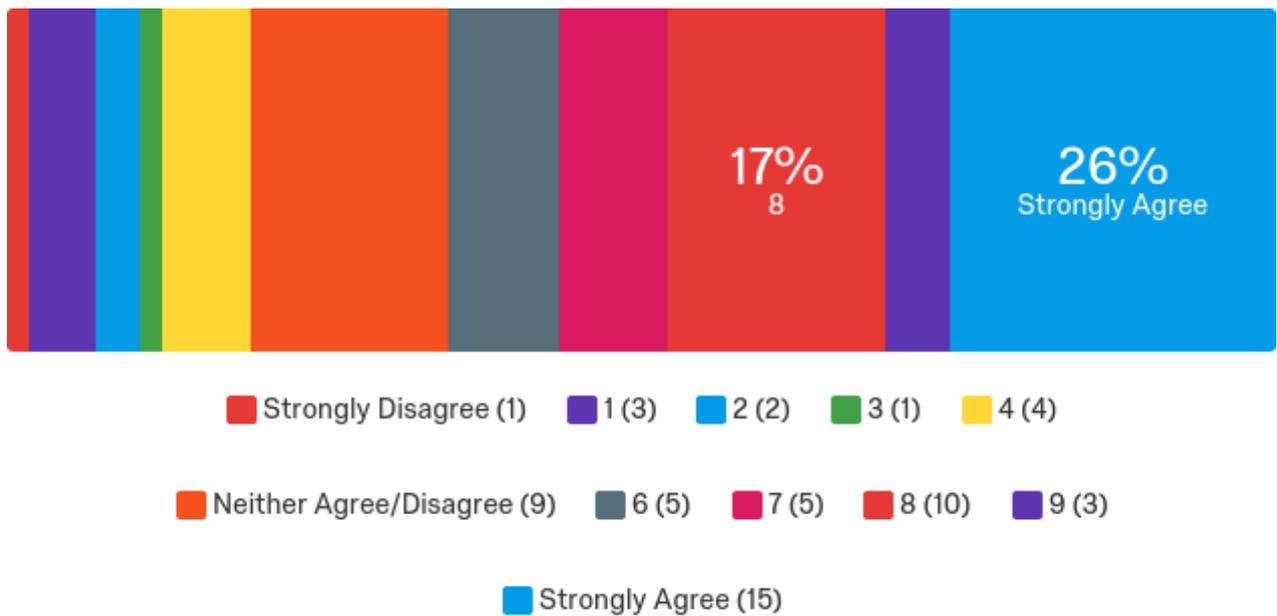
Q10 - Mediation has improved relations with the other party to the dispute.



Q11 - Mediation was an efficient way to resolve my dispute(s).



Q12 - I/We were satisfied with the outcome reached in mediation.



Q13 - The outcome reached in mediation was fair.



Strongly Disagree (2) 1 (2) 2 (2) 3 (2) 4 (4)

Neither Agree/Disagree (10) 6 (3) 7 (6) 8 (8) 9 (2)

Strongly Agree (15)

Q14 - What were you hoping the mediation would achieve?

hopefully an agreement

a resolution

settlement

payment of outstanding bills

to draw a line in the sand

Satisfactory result for both parties

Wanted the other party to realise their mistakes

Settlement of arrears

to resolve case

settlement

a fair result

Settlement.

Fair settlement.

Resolve issue.

Settlement

Acceptance by other party of legal dispute

settlement

resolution

An agreed settlement without going to court.

Understanding and resolution.

The respondent making a compromise

A fair resolution

resolution out of court

a realistic offer

A settlement between both parties.

An agreement

A fair agreement and a chance to discuss the matter with the other party.

A permanent end to the problem.

Resolution

Settlement.

Conclusion to proceedings.

A fair agreement and a chance to discuss the matter with the other party.

A fair resolution that both parties would find acceptable.

Partial if not full settlement.

Get full payment of an outstanding invoice

A fair settlement.

A settlement of the issues involved in a dispute re building works done.

For the claimant to understand the process and understand our obligations as an employer.

An end to an extended impasse period between ourselves and the other party that was agreeable to both sides.

An end to the whole thing.

That the issue would be resolved with an outcome I could work with without going back to court.

Resolution

Settlement of outstanding fee.

a settlement figure and understanding from both parties

settlement

resolution of disputes

resolve ongoing issue

settlement

a refund and end to this.

money back

Didn't find much movement from the claimant hoped for more.

for kitchen to be removed and all money refunded

hoped to settle an amount just under my claim amount

saving time and money

Settlement with other party

Some compensation which would indicate culpability.

Full settlement.

Q15 - What did the mediation achieve?

going back to court unfortunately

no resolution

settlement

payment agreed

helped draw up agreement

not satisfactory

A possible solution.

Settlement of arrears

communication

settlement

a fair outcome

Settlement.

Payment plan arranged.

Did not resolve the issue.

Settlement

Financial settlement only.

nothing

mediation failed

An agreed settlement without going to court.

Hopefully a resolution.

Nothing as the respondent was not prepared to change his position - not the fault of the mediator.

A sharing of experiences with no outcome

nothing

an exploration of each parties position but no settlement.

No settlement and a date in the future for court.

Nothing further.

A fair agreement.

Agreement between the parties.

All things considered most likely outcome will be resolution.

Settlement.

Conclusion.

A fair agreement.

An agreement.

Partial settlement.

Partial settlement of the claimed amount.

Partial payment

A fair settlement.

Agreed pathway towards a solution of settlement.

Desired outcomes - no reimbursement required.

The process was fair and balanced. However, the other party was unwilling to accept blame or come to agreement.

Awareness that other party is just as we thought he would be. Shame.

A settlement that would be finalised within a reasonable time frame.

Resolution

Settlement of outstanding fee.

settlement

a resolution and peace of mind

partial refund and closure

reached a settlement

interest to be removed from finance. All kitchen frontals to be replaced and labour costs covered.

we settled at an amount less than hoped for but an acceptable amount

An agreed sum of compensation.

Better understanding of both sides' position.

Q16 - If you have any suggestions for ways to improve the mediation service that you received please write them in the box below.

If you have any suggestions for ways to improve the mediation service that you received please write them in the box below.

very helpful. Kept things fair and calm, not sure the agreement will work but happy to try.

very good

useful option available to parties in court

mediators very helpful

incredibly helpful, would highly recommend this procedure.

helpful service, friendly and professional mediators

great service - very satisfied

excellent service; the university should invest more in this service.

appreciate the atmosphere and facility which helped achieve an outcome.

Would note that respondent said he was advised to have a figure in his head by mediation team. This was not helpful as negotiations were minimal as decree was already granted for debt.

Very helpful in helping situation to move forward.

Very happy with service. Saved us going to court. Thankyou very much for your time.

Thankyou

Thanks to the mediators were both very helpful and professional.

None.

None

Mediators were friendly and helpful. Unfortunately the respondent did not turn up but only spoke on the phone.

Mediators were fantastic - absolutely no fault to them as they were great.

I think the service was fair and reasonable.

I am very grateful and cannot suggest any improvements.

Helpful and friendly.

Mediators very helpful