**Mediation – Practice Exchange notes 29/01/2021**

**To what extent does successful mediation impact on positive prevention outcomes already?**

For young people, the mediation process is an accepted early prevention route for many local authorities.

The evidence around mediation impact on other areas of the prevention work are more difficult to assess at this stage. Whether it is used at all in some authorities is unclear.

**What does the national data tell us about mediation as an intervention?**

Seems nationally to be around 80% effective overall for those who decide to undertake (figure given by UK Mediation).

Two main models:

* Stand-alone service (either in house or commissioned within a service for eg. young people). Dedicated service where pure mediation is taking place.
* Integrated service (usually inhouse) where mediation is used by officers as a potential way to solve various homelessness related issues, but lines may be blurred and advocacy etc may occur.

H-clic data from 2019/20 shows that close to 15% of all prevention outcomes were logged as Negotiation/mediation/advocacy work to prevent either eviction/repossession (4.8%) or secure return to family home 11%.

**What models are local authorities using and what do good mediation service models look like?**

* Stand-alone service with qualified mediators. Dedicated service dealing with YP, neighbour disputes and PRS evictions.
* Dedicated YP service also conducts the mediation services for that group.

Successful mediation does not mean return to housing. It is an agreement between the parties which facilitates a managed future.

**How can these be incorporated successfully into prevention framework/legislation and/or guidance?**

UK Mediation services confirm the following as being crucial to the success of any programmes integrated into services:

* Must be early
* No direction or advice to be given
* Helpful if triaged before assessment
* Used as a tool for managed move on – to lessen chaos
* Needs to be carefully explained to the customer

**What is the impact on customers?**

1.Quick process – delivered at the start of the housing journey

2. Allows customers to take control of their own problems and reach their own solutions

3.Mediation is an effective prevention tool - success rates are high when used

4.Relationships are often preserved at the end of the process

5.Skills learned during mediation process can be used in other areas of the customer’s life

6. Requires customer to be prepared to negotiate and take responsibility

7.The skill of the mediator and whether it is delivered in its pure form will affect the service the customer receives.

8. May give customer’s breathing space to plan a move in the future

**Poll Results**

Q1: How does your local authority provide mediation and negotiation services to prevention evictions and repossessions? Select all that apply. undefined.

**14%** General housing options/homelessness officers (receiving specific mediation training)

**29%** General housing options/homelessness officers (not receiving specific mediation training)

**29%**  Specialist team/officers

**14%**  External independent specialist

**14%**  Other

Q2: How does your local authority provide mediation and negotiation services to secure return to family or friends? (Select all that apply). undefined.

**50%** General housing options/homelessness officers (receiving specific mediation training)

**50%** General housing options/homelessness officers (not receiving specific mediation training)

**0%** Specialist team/officers (please specify)

**0%**  External independent specialist (eg. relate)

**0%**  Other (please specify

**Something to think about before the exchange**

Do you think you do “pure” mediation?

Does your mediation service have an agenda?

Is it possible for a non-independent advisor to deliver this service?

Have any of your staff received any specialist training?