

## **Appendix One – Funding Options Proposal**

### **Option 1 – Full funding for one mediator selected from your parish - £800**

This would provide funding to train one person from your parish on both our 5 day course and the subsequent 2 day advanced course.\*

We would promote the training opportunity within your parish in order to reach as many people as possible. If you have a preference for specific targeting of the opportunity (eg. restricting it to parishioners who are unemployed, disadvantaged etc.) we would work with you to target promotion appropriately.

We would seek written applications and would interview appropriate applicants to select the best candidate. We would confirm to the parish the details of the successful applicant.

Having successfully completed both training courses your parishioner would have the following significant benefits:

- Fully trained mediator who would be eligible to take on cases for Resolve, working with an experienced mediator across the Berkshire and Oxfordshire area.
- Potential to progress to receiving payment for mediation cases when sufficiently capable and experienced.
- Member of the Resolve mediation community, benefitting from further training, supervision, office advice and support, developmental and social events.
- Gain invaluable communication and mediation skills which will benefit them personally, greatly enhance their self development and significantly increase their employability.
- Have the opportunity to make a contribution back to their community, using their skills to support community cohesiveness and resolution of conflict.

\*Should the trainee not progress onto the 2 day Advanced course, either through their own choice or Resolve's decision, £200 will be refunded to the parish.

### **Option 2 – Part funding for one mediator selected from four parishes including yours - £200**

We would group together four local parishes who are each providing £200 funding, sufficient to provide one place on both the 5 day course and subsequent 2 day advanced course.\*

We would promote the training opportunity within each of the four parishes in order to reach as many people as possible. We would seek written applications and would interview appropriate applicants to select the best candidate. We would confirm to the four parishes the details of the successful applicant.

Clearly for this £200 funding option we cannot guarantee that the selected candidate will be from your parish. If the candidate is not from your parish we will offer to your parish to run a free talk for your parishioners on dealing with problem neighbours, and of course you will be contributing to the training of someone who will gain enormously even if they are not from your parish. The significant benefits for the person would be as listed above in Option 1.

## **Appendix Two – Further information about Resolve**

Resolve is a registered charity, which started out serving the Community Mediation needs of West Berkshire over 20 years ago. We rescued the Oxfordshire Mediation service when it was unable to continue 10 years ago and did the same 9 years ago with Thames Valley Community Mediation which covered East Berkshire, so we now cover the whole of Berkshire and Oxfordshire. Our purpose is to make our communities better and less stressful places in which to live, through helping to alleviate conflict and unreasonable and anti-social behaviour.

Our core work comprises of mediating in disputes between neighbours and between young people and their families, and we work at the coal face of some of the trickiest social problems in our area, often involving the disadvantaged and mentally ill. We passionately believe in Community Mediation and the tremendous difference we can make to improve lives. A typical example of one of our cases is detailed below. Although we are often brought in as a last resort, it is rare that we do not ease the situation and in the majority of cases either solve the problem or enable a significant improvement.

Provision of the service is free to the users with the funding coming from a disparate group of customers such as Housing Associations and Council's Housing, Children and Environmental Health Departments. We also work closely with Anti-Social Behaviour bodies, other Charities, and the Police. We are a small charity and we run as lean as we can, relying on our mediator team, the generous unpaid additional hours worked by our small office staff and the volunteer Trustees. It has always been our policy to attempt to survive through our work and not to rely on grants and donations. To help maintain our mediator base and to supplement income we provide training in mediation and dispute resolution skills, much of this directed at young people, and all aimed at meeting one of our key objectives, that of promoting an understanding of, and benefits of, dispute resolution.

By way of example we currently have an initiative with Thames Valley Police, in Partnership with the University of Reading and Reading Borough Council, to help prevent cyber-bullying amongst children and to provide a service to help resolve problems when they occur. The project provides for in-school training of 12 and 13 year old students. The interactive sessions, which discuss how to protect against cyber-bullying and where to go for help and advice, are delivered by Law students from Reading University, who we manage and have trained in basic mediation and dispute resolution skills. This works particularly well as the young people tell us that the students are great role models as they are close in age and can relate better to their needs regarding cyber-bullying. The project also provides mediation for 11-18 year old students, either identified through the training or who are referred to us directly. Our mediators work with both parties to find a resolution before the situation escalates. One of the significant benefits of this is that in situations where the Police are involved they initially refer the youngsters to us and if we are able to resolve the matter there is no requirement for the perpetrators to end up with a police record.

We have also run a course for year 8 and 9 in a secondary school in one of the most deprived areas of Reading and in a primary school in Newbury. The course, 'Taking Charge of Your Life' enables pupils to learn how to listen to each other, how to control their emotions, especially anger, how to get others to listen to them, and how to work together to solve problems and achieve goals. The delivery takes a full term

and is fast and fun and the course visibly improves their confidence, self-esteem, and motivation.

### **An Example of Our Work**

Here's an example of a couple of neighbours who found that using mediation helped to improve their situation:

Simon\* and Pete\* fell out when Pete complained that he could hear loud music and conversations from Simon's flat which was adjacent to his garden. Simon had been unaware that the noise from his phone conversations could be heard by Pete late at night. Pete became more aggravated by night time noise which was disturbing his sleep and causing stress.

The neighbours agreed to take part in mediation. Resolve mediators met with Simon and Pete individually and then arranged for them to attend a joint meeting at a local community centre. Mediation follows a format to ensure that everyone has the opportunity to put across their point of view. Participants are empowered to come up with their own solutions to the issues raised.

Pete was able to tell Simon about the effect of the night time noise and Simon responded by explaining that he was bothered by Pete's dog barking in the garden and the many garden parties that Pete and his family were hosting. They had a discussion about how noise affects everyone.

Simon and Pete agreed new ways to limit late night noise, and for the dog to be brought in from the gardens in the evening. They also discussed how they would let the other know if noise became a problem again.

When mediators did follow up calls to see how things were going Simon said: "Things are all good, I have no complaints and I also have my neighbours telephone number so that I can contact him if I need to in the future."

Pete was also pleased with the outcome and thanked the mediators for their help.

\*Names have been changed

Further information about Resolve is available on our website at [www.resolvemediation.com](http://www.resolvemediation.com)