

Mediation Surrey CIO

Our Services – An Integrated Approach

Community
Mediation
(Neighbours and
ASB)

Intergenerational
Mediation (Young
people and
families)

Support Coaching
(Neighbours and
ASB)

Family Mediation
(Couples) Low-cost
paying service

Community Mediation



Support Coaching – how the service came about

Mediation Surrey:

- What can we offer to clients where mediation fails or is not appropriate?

Surrey Police:

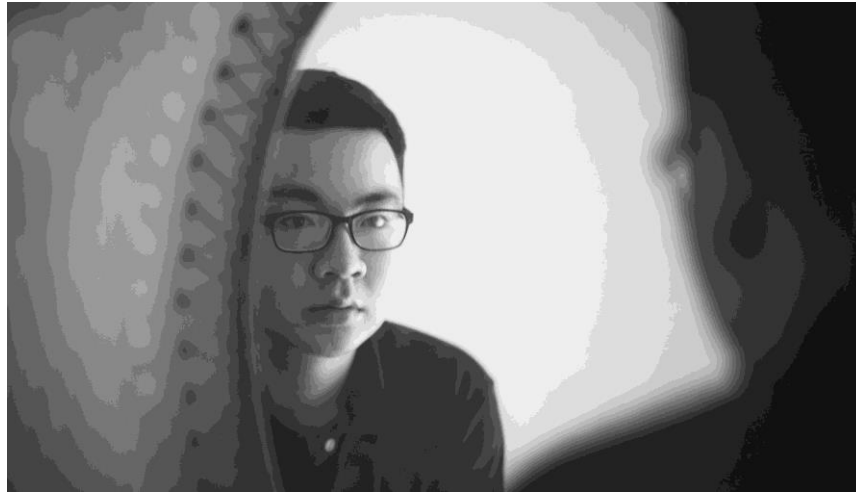
- Victims of ASB feedback shows dissatisfaction with the services available to them – what can we offer?

Support Coaching – understanding the service

Coaching can help clients:

- explore what they can do themselves to improve their situation
- develop coping strategies so they can reduce the stress and negative impact of the situation on their life
- feel more in control

Clients need to be willing to look at themselves and their own actions



The focus is on what the client can do to cope better and help themselves



Clients need to have some idea what they would like to get from coaching

This might be:

- Considering and planning what they might do next
- Identifying and practicing coping strategies
- Reflecting on how they have handled the situation and whether there may be alternatives that might serve them better.

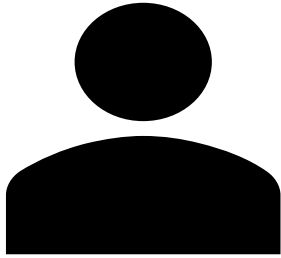
Supporting mental health and wellbeing

If clients meet the previous tests of suitability for coaching mental health issues do not prevent successful engagement with the service

BUT

If they are currently receiving counselling or CBT we suggest they complete this before being referred for coaching to avoid duplication and overload

The client – Mrs A



- In her 80s
- Lived alone
- Had lived in her flat for over 30 years and didn't want to move
- Active and independent
- Good health

The situation



- Neighbour was an alcoholic
- Frequent visitors to his property
- Shouting and screaming late at night

Impact



- Lack of sleep
- Loss of appetite and motivation
- Fainting
- Stress and anxiety
- Felt agencies did not believe her account of the situation – led her to feel worthless

Coaching



Mrs A's coaching sessions focused on coping strategies in particular:

- Managing her anxiety about the situation;
- Looking after herself;
- Using her existing support networks.
- Looking at the agencies' response and what might be available to her to ensure her concerns were being taken seriously.

2017013

— 2017013 Before — 2017013 After



Comments from clients

"The help has been amazing Thank you for your fantastic help and support and advice. I am deeply grateful to you for everything. I only wish I had known you seven years ago, then I may not have gone through the hell I have had to deal with alone."

"The sessions have been very positive to help with my mood"

- "Having someone different to talk to outside the family location was very helpful because it was someone different who understood ASB and what I was experiencing. I believe being put in touch with this Service has given us an outlet to become more comfortable in ourselves and not be so frightened."

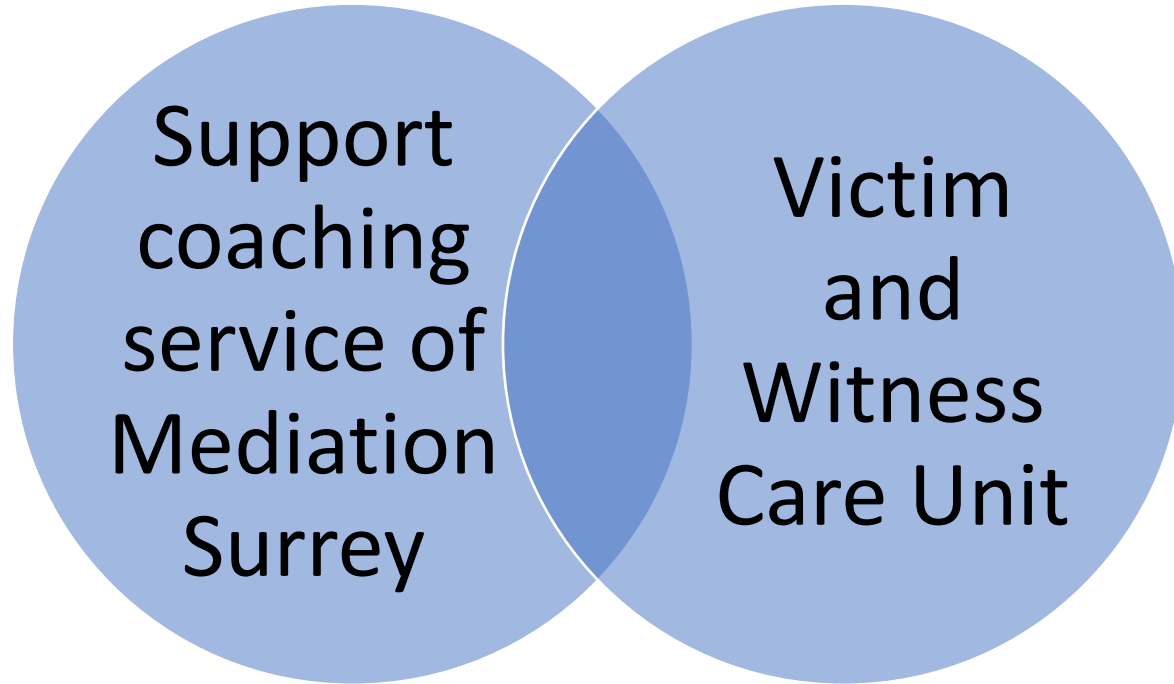
Support Coaching - Benefits to Referrers

As a neighbourhood officer there are neighbour issues where a policing response is not required however the public require some level of intervention to support them in managing the situation and their reaction to it. Having this resource has become invaluable and people appear far more open to referrals as opposed to traditional mediation options. I have seen a significant reduction in repeat contact from the public experiencing low level neighbour issues. This in turn has enabled me to focus on those which require/benefit from police interventions. I have been immensely impressed with the update from [the service] which enables me to see that the referral has been actioned and reviewing the outcomes has enabled me to promote the service which is now available.

Multi-agency working – CHaRMMs and Community Trigger

- Increasing numbers of clients we work with meet the threshold for referral to Surrey's CHaRMMs (Community Harm and Risk Management Meetings) – particularly during the pandemic.
- We attend CHaRMMs when our clients are on the agenda and ensure the victim's views are presented and taken into account.
- We signpost appropriate clients to the Community Trigger and attend CT meetings to contribute to the review.

Support for victims of ASB in Surrey



Contributing to planning future services for victims of ASB in Surrey

- While coaching can be very effective in supporting victims of ASB it is not for everyone
- We are currently collaborating with Surrey Police VWCU to gather feedback from service users about what other services they would find helpful

Making a Referral

Referral forms for all services are available on the website
<https://mediationsurrey.org/>

For more information:

Email: info@mediationsurrey.org

Tel: 03301 340 260

Service email addresses:

Community@mediationsurrey.org

Supportcoaching@mediationsurrey.org

IG@mediationsurrey.org

Family@mediationsurrey.org