



Mediation Clinic Annual Report

2024

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Introduction from Director

Welcome to our annual report. It's a joy to see the Mediation Clinic continuing to thrive. In my own report I reflect further on what we can learn after ten years of providing mediation in the courts. It's been an interesting journey. At appendix 3 you will find a copy of our strategic plan – I'm struck that, if we had had a plan in 2012, the idea of mediating nearly 200 cases per year in over half of Scotland's courts would have seemed fanciful. Yet here we are.

In the pages that follow you will find a report from our Chairs, Alastair Sharp and Andrew Boyd; my report; one from our Coordinator, Pauline McKay; the new strategic plan; client feedback; and lots of statistic. I'll summarise some headlines:

- | | |
|--|---|
| • <i>Referrals received from courts:</i> | 331 |
| • <i>Cases mediated:</i> | 175 |
| • <i>Cases settled:</i> | 114 (65%) |
| • <i>Estimated saving to courts:</i> | £138,084.48 |
| • <i>Commonest case types</i> | Goods and services, unpaid bills |

Thank you for supporting the Mediation Clinic.



Charlie Irvine
Director, Mediation Clinic

About the Mediation Clinic

The Mediation Clinic is part of Strathclyde Law School. Assistant mediators are largely drawn from the LLM/MSc in Mediation and Conflict Resolution; undergraduates also volunteer to conduct intake calls and provide other support. Lead mediators are experienced 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/>

If you would like to become a supporter of the clinic, email us at: mediationclinic@strath.ac.uk

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.

Chairs' Report

On behalf of your Board, we welcome you to the 2024 Annual General Meeting. During this year the Board has continued the approach of having two Co-Chairs, Andrew Boyd and Alastair Sharp. My thanks go to Alastair for the respectful and collaborative way in which we work together. The Board has been well served by our treasurer, Tom Scade, who has worked alongside Pauline McKay in producing our accounts. The accounts are regularly presented at the Board Meetings. The Board are also grateful to our secretary, Bronwyn Sutton, who has produced the minutes of the Board Meetings. Thanks also go to every Board Member, who throughout the year have given their time and expertise when contributing not only to the Board Meetings but additional meetings when the need arises.

Apart from the contribution that the Board makes towards the smooth running of The Clinic, there are three people who carry out the lion's share of the significant work required to run The Clinic in the efficient way in which it operates. Charlie Irvine (Mediation Clinic Director) and Pauline McKay (Mediation Clinic Co-ordinator) have shaped and driven The Clinic from its inception and without them The Clinic would not be the success that it is today. This year, The Clinic has also been fortunate that Rosie McBrine (Service Delivery Administrator) has joined us. Rosie has hit the ground running and is a valuable addition to the staff. We are grateful to Charlie, Pauline and Rosie.

Funding

It has been a busy year for the Clinic with the funding that we now receive from the Scottish Government providing the resources which allow the provision of mediation services in all the Sheriff Courts in Scotland. This funding for an additional 17 courts means that we now provide mediation services in the majority of the 39 Sheriff Courts in Scotland. The focus of the Clinic and therefore the Board is to deliver a high standard mediation service in the way that is expected by our funders. The Scottish Government have been complementary about the high standards of mediation that the Clinic provides and our additional funding is the result of the way that the existing mediation services are provided. These high standards include not only the mediation itself but also the outstanding way in which the Clinic is run and the way staff support the mediators. Our close relationship with the University is also crucial to the success of the Clinic and we are grateful for the support it provides.

Strategy

In September the Board held its Annual Strategy Day (online). The Strategy Day gives the Board members the time to reflect on our Strategic Plan and consequently what we need to do in the following year. Broadly speaking our plan is expressed in our four strategic objectives: to educate, collaborate, strengthen, and develop. Our monthly Board Meetings are now structured to address and respond to these four areas.

Conference

In March, The Clinic held its annual online conference titled 'Mediation Clinics and Mediator Education'. This was well attended with attendees enjoying a variety of workshops and plenary sessions and a keynote speech from Professor Deborah Thompson Eisenberg. As well as our Annual Conference the Clinic provides its mediators with ongoing support and development by delivering Peer Support Sessions and CPD sessions, which this year have included sessions about processes, expenses and agreements.

Document Updating

With the additional funding from the Scottish Government, the Board were clear that we needed to continue to make our procedures and processes as efficient and transparent as possible. To this end, members of the Board have continued to update and clarify our documents to ensure that they are both accurate and relevant. The Board are grateful to the members of the sub-group who worked on our 'Mediation Clinic Practice Standards and Code of Practice' document and are continuing to work on our Constitution.

Mediation Matters

There will shortly be another edition in circulation of 'Mediation Matters!' The purpose of our newsletter is twofold. Firstly, it's a platform to keep the members updated about what is happening in the Clinic; secondly it's a way of sharing good practice. As well as keeping Clinic members informed and updated, Mediation Matters! is now widely distributed far beyond the Clinic and is recognised by the mediation community as an excellent resource. The Board is grateful to the newsletter's editor, Patrick Scott, and assistant editor, Adrienne Watson, for the very significant contribution the newsletter makes to the mediation community.

In conclusion, the Co-Chairs of the Board would once again like to thank all who have contributed to the Clinic's work during the year. As well as those already mentioned, we would also like to acknowledge all the mediators who work with The Clinic. Mediation can at times be challenging for all involved and the consistently high standard of mediation that is delivered by our mediators is very much appreciated.

We look forward to the future of The Clinic with optimism and confidence

Andrew Boyd & Alastair Sharp

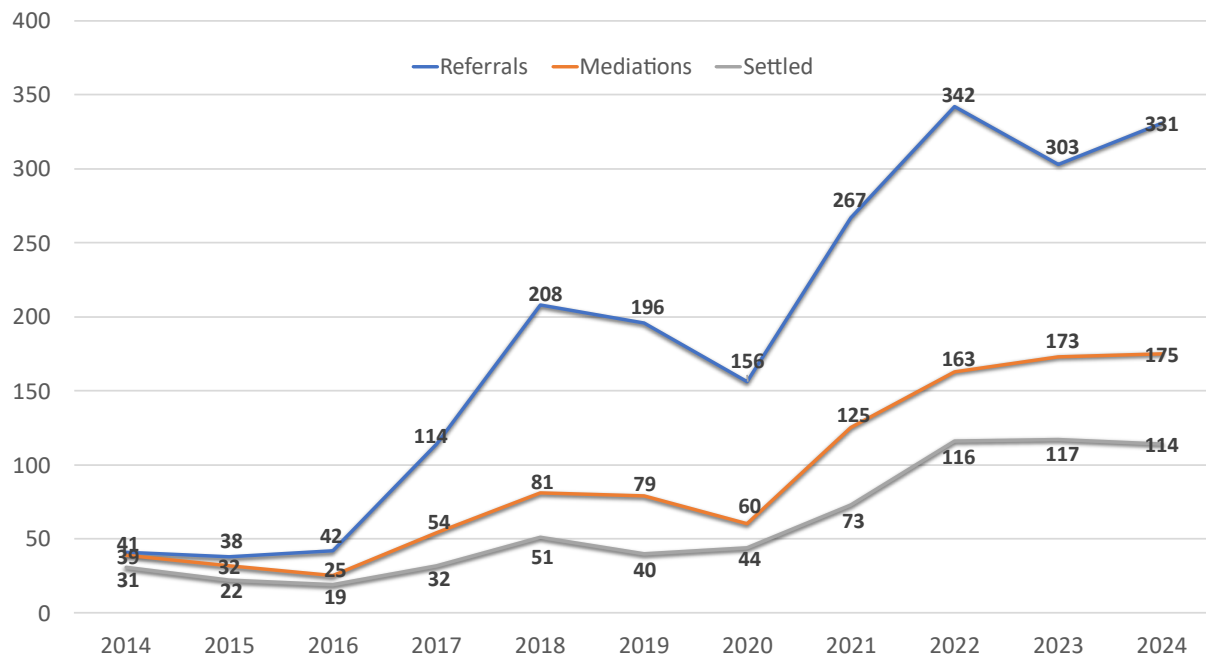
Co-Chairs: Mediation Clinic

8th October 2024

Director's Report

This is the Mediation Clinic's thirteenth year, and February saw the tenth anniversary of our first small claims mediation in Glasgow Sheriff Court. I've added all the figures below to illustrate the journey we've been on.

Mediation Clinic referrals and mediations since 2014



This means that over the past ten years the courts have referred 2,038 cases, of which 1,006 went on to mediate and 658 settled.

It's an impressive achievement and couldn't have happened without the efforts of a fair number of people over the years. In no particular order the Mediation Clinic has been supported by:

- Sheriffs and sheriff clerks
- The Law School (especially various heads), the faculty of Humanities and Social Science, and the wider university
- Our staff, now including Pauline (Coordinator) and Rosie (Service Delivery Administrator)
- The Scottish Government, particularly via grant funding from 2022 onwards
- Scottish Mediation
- The mediation profession, who offer their services for low or no fee
- Generations of students on the LLM/MSc in Mediation and Conflict Resolution, who prompted the whole endeavour and have consistently thrown themselves into the work;
- All our volunteers, including board members and undergraduates conducting intake calls

This begs the question: what is it about the Mediation Clinic that attracts all this enthusiasm, energy and time? In the spirit of academic research I should probably ask each of these groups of stakeholders for their own answers, but for now I'll try to sum up what I've heard over the years.

The first thing is pretty simple: opportunity. Mediators often struggle to get started. From the first year of the course students have asked how they can build their practice. Mediation lacks an established apprenticeship system, and many of the country's leading practitioners came into it as a second or third career, building on their existing reputation to attract their first few clients while they developed their skills. In a sense the Clinic is providing a form of apprenticeship. That clearly appeals more beyond the university and we now have a number of lead and assistant mediators who have trained elsewhere and are looking to start mediating in a supportive and structured environment.

And yet not all of the Clinic's support comes from mediators. I think the tremendous goodwill we receive is also driven by a general belief in the process itself; mediation is also a form of peacemaking and a lot of our clients and referrers see it as a "better way" of resolving conflict. If we look at feedback from another group of stakeholders, mediation parties, we can see how often it is associated with relief or closure. For others it's simply a pragmatic way of dealing with a difficult problem. And the Scottish Government, although naturally concerned about improving efficiency and reducing costs, also recently explained that mediation ties in with its vision of a country that's a good place to do business, in part because people are able to negotiate a resolution to most disputes.

What about the courts? Why do sheriffs and clerks support the Clinic? In one sense it's diverting work away from them, and we know they are often initially cautious about referring parties. However, once they start seeing cases they thought were intractable (and people they thought were impossible) reach settlements, many of them warm to mediation. I'm picking up the sense that our most enthusiastic supporters see us as partners in delivering justice, with court users the beneficiaries.

And finally I'd like to acknowledge the mediation community. Over the years I've met some incredibly supportive and decent people. I think we share a way of looking at the world, especially the people who live in it, which is not necessarily the majority view. We tend to see people in a positive light; not so much 'difficult people' as 'people in difficulty,' not so much 'high conflict' as 'in a pickle.' And that seems to apply to each other. There's a shared commitment to making the world a better place, and I'd like to acknowledge and thank all the people from whose work and commitment both I and the Clinic have benefitted.

Particular thanks go to Andrew and Alastair for their Chairs' report, to Pauline for her Coordinator's Report. I won't add much more detail about the year's highlights, though I too thought last year's conference was a fantastic event. I'm looking forward to the next one on March 28th, 2025, to be entitled "Growing mediation, your practice and beyond."

I can't resist finishing by mentioning another Clinic-related activity. After too many years to mention I finally completed my PhD in June this year. It's a study of mediation parties, with almost half drawn from the Clinic's own clients. PhDs are long things, so I don't expect many to plough all the way through, but if you click on [this link](#), you'll find a lot of direct quotations from the sort of people we work with in chapters 5 and 6. I learned a lot about the sort of things that lead folk to settle, including the urge to punish bad behaviour and, perhaps more surprisingly, a wish to be seen as a fair person.

Co-ordinator's Report

It has been another busy year and thanks to the [Scottish Government](#) funding we have continued offering our service to 22 different Sheriff courts throughout Scotland. Meetings with Sheriff Principals and court staff have been high on the agenda.

We also welcomed Rosie McBrine as our new Service Delivery Administrator. Rosie has been instrumental in supporting and promoting our service and has been a fantastic addition to the team.

Promoting our service to the courts has seen us visit Ayr, Glasgow, Dumfries, Dundee, Dunfermline, Greenock, Kirkcaldy, Oban, Paisley and Perth Sheriff Courts. Engaging with court staff and explaining our service has been essential in demonstrating our availability, capacity, and readiness to assist. Our service saves courts time and money and enhances their efficiency. We've also hosted online events for court staff to explain our processes and gather valuable feedback.

We are also excited to work in partnership with the University of St Andrews Mediation Service, providing students from the Peace and Conflict Resolution Studies course with opportunities to mediate alongside experienced practitioners within the Clinic. We welcome this collaboration and look forward to meeting more students this year.

Referral rates have remained consistent with the previous year. A crucial element in advancing the mediation process is our Intake Process, where we speak with each party involved in the dispute before proceeding to mediation. We've trained undergraduate and postgraduate students to assist with this process, and they've shared how much they enjoy volunteering, gaining valuable experience dealing with real-life disputes. We're scheduled to provide more training in October 2024 and appreciate the students' help as our caseload continues to grow.

In March 2024, our 4th Annual Mediation Clinic conference was held online. It was a great success with over 70 attendees. Work is already underway on the 5th Mediation Clinic Annual Conference which will take place online on Friday 28 March 2025.

Currently, the Clinic has a membership of 61 mediators and 15 observers, primarily based in the UK. We are proud to offer practical experience to newly qualified mediators, supporting them as they continue their mediation journey.

Our International Mediation Clinic Network (IMCN), which includes members from India, Canada, Germany, Czech Republic, Lithuania, Ireland, England, and Scotland, has hosted several CPD events throughout the year, with speakers from Poland, the USA, and Ukraine. The IMCN online conference will take place on 27 November, and proposal submissions are now open.

Additionally, the Clinic has updated its practice standards, and we are in the process of developing 1- and 3-year strategic plans.

The Clinic also offers a work placement for Year 3 LLB students as part of their Work Placement Module. This semester, we are delighted to have Charlotte McMunigle working with us one day a week, where she is becoming familiar with our mediators and processes and liaising with parties. We hope this invaluable experience will inspire her to volunteer with the Clinic and pursue mediation in her legal career.

Pauline McKay
Mediation Clinic Co-ordinator

Appendix 1: Mediation Clinic Stats: October 2023 – September 2024

	Glasgow /Strath	North Strathclyde							
SIMPLE PROCEDURE REFERRALS FROM October 2023 – September 2024	Glasgow	Campbelltown	Dumbarton	Dunoon	Greenock	Kilmarnock	Oban	Paisley	Overall Total
No of Referrals	38	1	3	7	1	72	9	21	114
No of Referrals that turned into cases	23	1	2	5	0	47	4	17	76
No of Cases that Mediated	17	1	2	5	0	46	3	16	73
No of Cases that Settled on the day	8	0	1	4	0	37	2	10	54
No of Cases that Settled after mediation	0	0	0	0	0	0	0	0	0
Total Settled	8	0	1	4	0	37	2	10	54
No of Cases that did not settle	8	1	1	1	0	7	1	6	17
No of Cases Partial Settlement	0	0	0	0	0	0	0	0	0
Mediation Case Paused for more information	0	0	0	0	0	0	0	0	0
No of Cases Settled without Mediation	3	0	0	0	0	1	0	1	2
No of Cases Mediated but pending outcome	1	0	0	0	0	2	0	0	2
No of Cases Mediated by Zoom	17	1	2	5	0	46	1	7	62
No of Cases Mediated by Telephone Conference	0	0	0	0	0	0	0	0	0
No of Cases Mediated by Zoom/Email/Telephone	0	0	0	0	0	0	2	0	2
No of Cases Mediation by Shuttle Telephone	0	0	0	0	0	0	0	0	0
Face to Face at Clinic	0	0	0	0	0	0	0	0	0
Face to face at Court	0	0	0	0	0	0	0	9	9
Unsuitable for Mediation	0	0	0	0	0	1	1	2	4
With Court Mediator	0	0	0	1	0	9	0	0	10
% of Cases from Referrals	61%	100%	67%	71%	0%	65%	44%	81%	61%
% of Cases that mediated	74%	100%	100%	100%	0%	98%	75%	94%	80%
Settlement rate %	47%	0%	50%	80%	0%	80%	67%	63%	48%
No of Cases - no response from either party	1	0	0	0	0	3	0	0	3
No of Cases that did not mediate - but contact from Claimant	2	0	0	0	0	7	0	0	7
No of Cases that did not mediate - but contact Respondent	0	0	0	0	0	0	1	0	1
No of Cases that did not mediate as claimant withdrew/declined	2	0	0	0	0	3	1	0	4
No of Case that did not mediate as respondent withdrew/decline	0	0	0	0	0	1	0	0	1
No of Cases that did not mediate used alt service	0	0	0	0	0	0	0	0	0
No of Mediations to be arranged	4	0	0	0	0	0	0	1	1
No of Mediations arranged but not yet taken place	3	0	0	0	0	1	1	0	2
No of intakes in progress	2	0	0	1	1	0	1	1	4
No of Party Action Required in progress	4	0	1	0	0	0	1	0	2

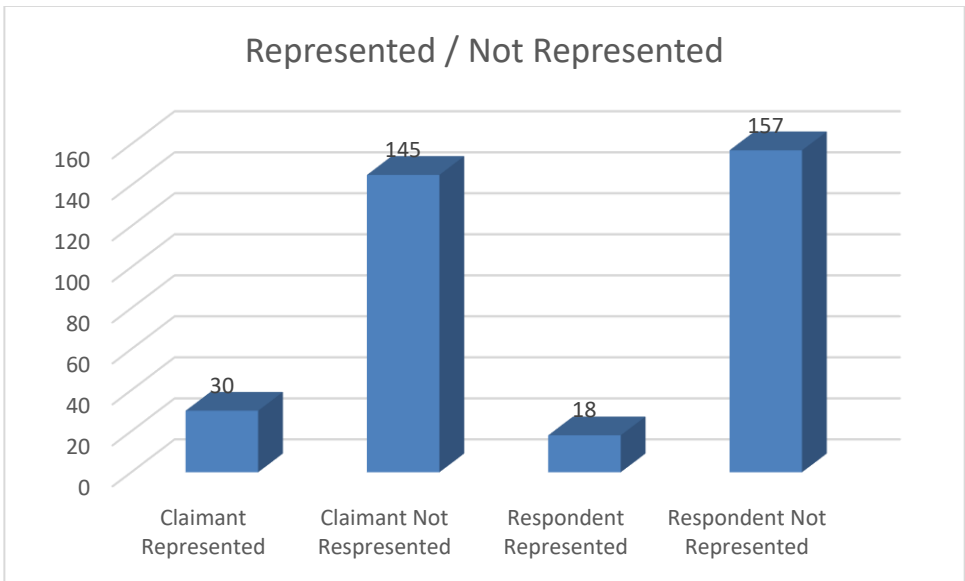
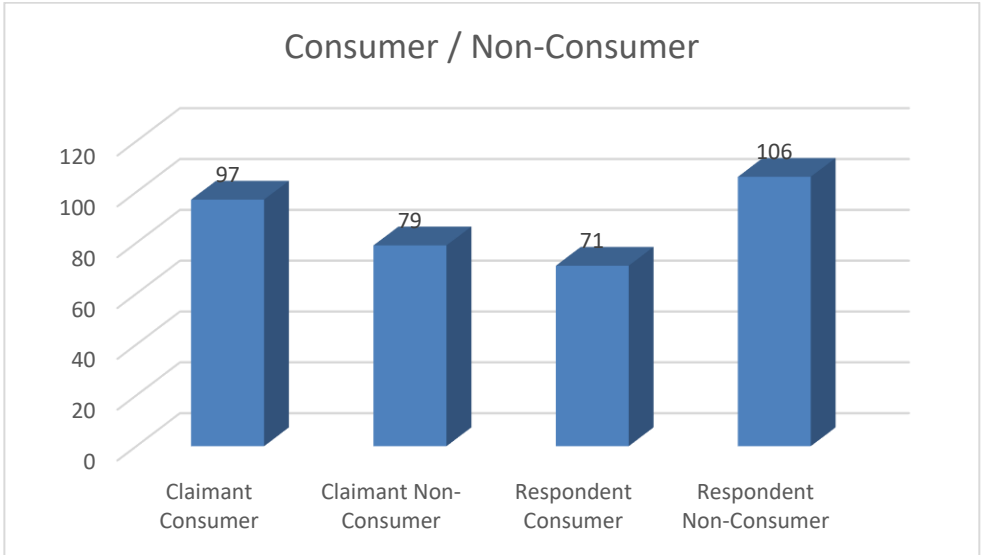
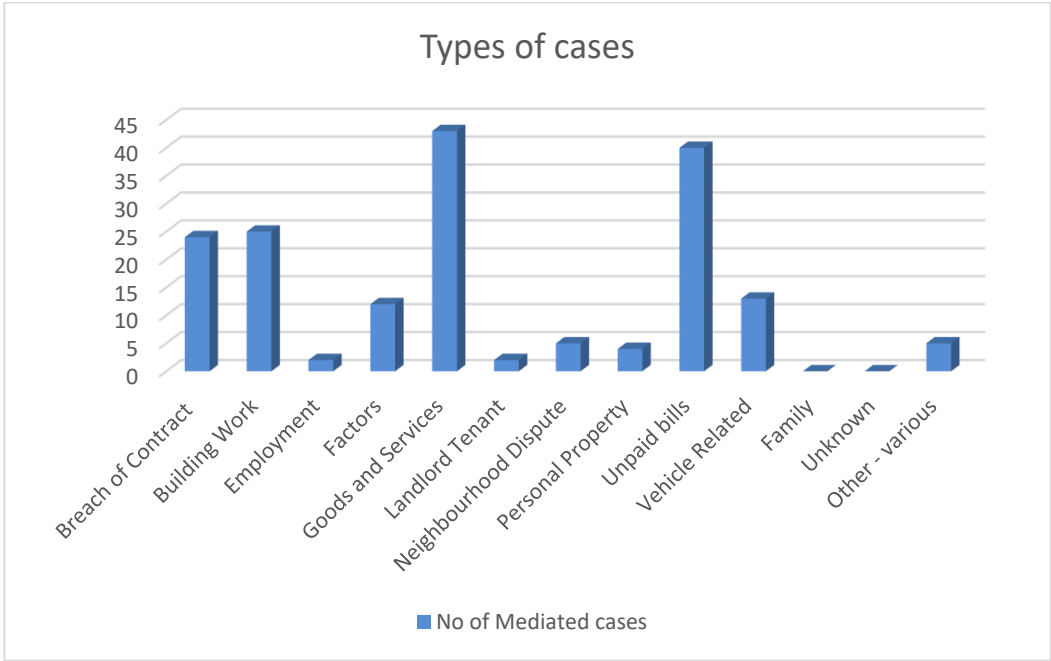
	South Strathclyde, Dumfries and Galloway						
SIMPLE PROCEDURE REFERRALS FROM October 2023 - September 2024	Airdrie	Ayr	Dumfries	Hamilton	Lanark	Stranraer	South Strathclyde Total
No of Referrals	36	15	30	32	12	6	131
No of Referrals that turned into cases	14	8	19	19	6	3	69
No of Cases that Mediated	14	8	17	16	6	2	63
No of Cases that Settled on the day	8	7	12	9	5	0	41
No of Cases that Settled after mediation	0	0	0	0	0	0	0
Total Settled	8	7	12	9	5	0	41
No of Cases that did not settle	5	1	4	5	0	2	17
No of Cases Partial Settlement	0	0	1	1	0	0	2
Mediation Case Paused for more information	1	0	0	1	1	0	3
No of Cases Settled without Mediation	1	0	1	1	0	0	3
No of Cases Mediated but pending outcome	0	0	0	0	0	0	0
No of Cases Mediated by Zoom	14	8	17	16	6	2	63
No of Cases Mediated by Telephone Conference	0	0	1	0	0	0	1
No of Cases Mediated by Zoom/Email/Telephone	0	0	0	0	0	0	0
No of Cases Mediation by Shuttle Telephone	0	0	0	0	0	0	0
Face to Face at Clinic	0	0	0	0	0	0	0
Face to face at Court	0	0	0	0	0	0	0
Unsuitable for Mediation	7	0	3	1	0	0	11
With Court Mediator	5	3	4	6	0	0	18
% of Cases from Referrals	39%	53%	63%	59%	50%	50%	52%
% of Cases that mediated	96%	100%	100%	89%	84%	100%	95%
Settlement rate %	57%	88%	71%	56%	83%	0%	59%
No of Cases - no response from either party	3	1	0	0	1	0	5
No of Cases that did not mediate - but contact from Claimant	3	0	1	2	2	0	8
No of Cases that did not mediate - but contact Respondent	0	1	1	1	1	0	4
No of Cases that did not mediate as claimant withdrew/declined	1	1	0	2	2	0	6
No of Case that did not mediate as respondent withdrew/decline	0	1	1	1	0	0	3
No of Cases that did not mediate used alt service	0	0	0	0	0	0	0
No of Mediations to be arranged	0	0	0	0	0	0	0
No of Mediations arranged but not yet taken place	1	0	1	3	0	1	6
No of intakes in progress	0	0	1	0	0	0	1
No of Party Action Required in progress	1	0	0	0	0	3	4

	Tayside, Central and Fife								
SIMPLE PROCEDURE REFERRALS FROM October 2023 - September 2024	Alloa	Dundee	Dunfermline	Falkirk	Forfar	Kirkcaldy	Perth	Stirling	Tayside, C&F Total
No of Referrals	3	8	9	6	2	7	6	6	47
No of Referrals that turned into cases	1	4	6	6	0	4	4	5	30
No of Cases that Mediated	0	1	5	4	0	4	4	3	21
No of Cases that Settled on the day	0	1	3	2	0	1	3	1	11
No of Cases that Settled after mediation	0	0	0	0	0	0	0	0	0
Total Settled	0	1	3	2	0	1	3	1	11
No of Cases that did not settle	0	0	0	2	0	3	1	1	7
No of Cases Partial Settlement	0	0	0	0	0	0	0	0	0
Mediation Case Paused for more information	0	0	2	0	0	0	0	0	2
No of Cases Settled without Mediation	0	0	0	0	0	0	0	0	0
No of Cases Mediated but pending outcome	0	0	0	0	0	0	0	0	0
No of Cases Mediated by Zoom	0	1	5	2	0	3	4	2	17
No of Cases Mediated by Telephone Conference	0	0	0	0	0	1	0	0	1
No of Cases Mediated by Zoom/Email/Telephone	0	0	0	0	0	0	0	0	0
No of Cases Mediation by Shuttle Telephone	0	0	0	0	0	0	0	0	0
Face to Face at Clinic	0	0	0	2	0	0	0	0	2
Face to face at Court	0	0	0	0	0	0	0	0	0
Unsuitable for Mediation	0	0	1	0	0	0	0	2	3
With Court Mediator	0	0	0	0	0	0	0	0	0
% of Cases from Referrals	33%	50%	67%	100%	0%	57%	67%	83%	57%
% of Cases that mediated	0%	25%	83%	67%	0%	100%	100%	60%	54%
Settlement rate %	0%	100%	60%	50%	0%	25%	75%	33%	43%
No of Cases - no response from either party	0	0	0	0	0	0	0	0	0
No of Cases that did not mediate - but contact from Claimant	1	1	2	0	1	1	0	0	6
No of Cases that did not mediate - but contact Respondent	0	0	0	0	1	1	0	0	2
No of Cases that did not mediate as claimant withdrew/declined	0	0	0	0	0	1	0	0	1
No of Case that did not mediate as respondent withdrew/decline	0	0	0	0	0	0	1	0	1
No of Cases that did not mediate used alt service	0	0	0	0	0	0	0	0	0
No of Mediations to be arranged	0	2	0	2	0	0	0	1	5
No of Mediations arranged but not yet taken place	1	1	1	0	0	0	0	3	6
No of intakes in progress	1	2	0	0	0	0	1	0	4
No of Party Action Required in progress	0	2	0	0	0	0	0	0	2

SIMPLE PROCEDURE REFERRALS	Overall Total for all Sheriffdoms 22-23	Overall Total for all Sheriffdoms 23-24
No of Referrals	303	331
No of Referrals that turned into cases	186	199
No of Cases that Mediated	173	175
No of Cases that Settled on the day	113	114
No of Cases that Settled after mediation	4	0
Total Settled	117	114
No of Cases that did not settle	55	50
No of Cases Partial Settlement	0	2
Mediation Case Paused for more information	0	5
No of Cases Settled without Mediation	19	8
No of Cases Mediated but pending outcome	1	3
No of Cases Mediated by Zoom	163	160
No of Cases Mediated by Telephone Conference	6	2
No of Cases Mediated by Zoom/Email/Telephone	2	2
No of Cases Mediation by Shuttle Telephone	0	0
Face to Face at Clinic	2	2
Face to face at Court	0	9
Unsuitable for Mediation	8	18
With Court Mediator	0	28
% of Cases from Referrals	61%	60%
% of Cases that mediated	93%	88%
Settlement rate %	68%	65%
No of Cases - no response from either party	3	9
No of Cases that did not mediate - but contact from Claimant	26	23
No of Cases that did not mediate - but contact Respondent		7
No of Cases that did not mediate as claimant withdrew/declined	11	13
No of Case that did not mediate as respondent withdrew/decline	9	5
No of Cases that did not mediate used alt service	0	0
No of Mediations to be arranged	5	10
No of Mediations arranged bu not yet taken place	8	17
No of intakes in progress	7	11
No of Party Action Required in progress	2	12

Non-Simple Procedure Cases

Overall enquiries from October 2023 - September 2024	Law Clinic	CAB	Ordinary Action	Self	TOTAL	Type of Case	Nos
No of Enquiries	1	1	2	24	28	Unsuitable	14
No of Referrals that turned into cases	0	1	1	6		Landlord/Tenant	4
No of Cases that Mediated	0	0	0	6		Employment	3
No of Cases that Settled on the day	0	0	0	5		Pet	1
No of Cases that Settled after mediation	0	0	0	0		Family	1
Total Settled	0	0	0	2		Factor	1
No of Cases that did not settle	0	0	0	1		Goods & Services	2
No of Cases Partial Settlement	0	0	0	0		Vehicle-Related	2
Mediation Case Paused for more information	0	0	0	0			
No of Cases Settled without Mediation	0	0	0	0			
No of Cases Mediated but pending outcome	0	0	0	0			
No of Cases Mediated by Zoom	0	0	0	6			28
No of Cases Mediated by Telephone Conference	0	0	0	0			
No of Cases Mediated by Zoom/Email/Telephone	0	0	0	0			
No of Cases Mediation by Shuttle Telephone	0	0	0	0			
Face to Face at Clinic	0	0	0	0			
Face to face at Court	0	0	0	0			
Unsuitable for Mediation	1	0	0	14			
No of Cases - no response from either party	0	0	0	0			
No of Cases that did not mediate - but contact from Claimant	0	0	0	4			
No of Cases that did not mediate - but contact Respondent	0	0	0	0			
No of Cases that did not mediate as claimant withdrew/declined	0	0	0	0			
No of Case that did not mediate as respondent withdrew/decline	0	0	0	0			
No of Mediations to be arranged	0	1	0	0			
No of Mediations arranged but not yet taken place	0	0	1	0			
No of intakes in progress	0	0	0	0			
No of Party Action Required in progress	0	0	1	0			



Appendix 2: Financial Summary

To meet Scottish Government funding terms accounts are reconciled after 31 March each year. Our accounts show funding from the previous year to the current 6 month period. Any unclaimed funds cannot be carried over to the following grant year.

Allocation for the Period April 2023 – March 2024 (12 months)

Scottish Government Funding (Main Project K900261)

Total Allocation at 01/04/2023: £64,257.00

The above amount has been divided into two separate accounts:

Main Salaries (£47,257) and Mediator Payments (£17,000)

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15410K230639-101 Main Salaries - Balance 09/05/2023 £47,257.00

Less Salary Payments (May – September 2023) £20,239.46

Balance 30/09/23 £27,017.54

Less Salary Payments (October 23 – March 24) £28,815.27

Total spend at 31/03/24 £49,054.73

Less overspend met by HASS Faculty - £ 1,797.73

Balanced amount £47,257.00

15410K230639-102 Mediator Payments - Balance at 01/04/2023 £17,000.00

Less Mediator Payments (May – September 2023) £ 9,072.40

Balance at 30/09/2023 £ 7,927.60

Less Mediator Payments (October 23 – March 2024) £15,855.20

Total spend at 31/03/2024 £21,371.52

Less overspend met by HASS Faculty - £ 4,371.52

Balanced amount £17,000.00

//

Balance at 01/10/2023	<u>£29,117.00</u>	
Less Salary Payments (December 23 – March 24)	£17,156.32	
Balance amount at 31/03/2024 (unclaimed from Scottish Government)		£ 11,960.68

////////////////////////////////////

Scottish Government Funding (Main Project K900261)

The above amount has been divided into separate accounts:

Balance 30/09/23	£32,148.20
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Balance at 30/09/2024	£ 14,445.05
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Balance at 30/09/2024	£ 20,302.48
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No transactions to date

Appendix 3: Strategic Plan

Strathclyde University Mediation Clinic

Strategic Plan 2023 – 2028

Summary

This paper sets out the Mediation Clinic strategic plan for 2023 to 2028. Reading left to right, it sets out four strategic objectives, accompanied by a brief descriptor and a further explanation of the rationale and context from which each was developed.

The strategic plan allows thought and planning to take place on how our objectives can be achieved. Operational measures and performance indicators will be set against each objective, allowing better governance. In a few steps, we can go from a wide vision to operational planning. While our operational goals may change over time, the overarching strategic objectives provide coherence and continuity of purpose. A side benefit is that along the way we will identify what needs to change.

Our strategy also helps embed our culture – a way of doing things. It helps us build resilience and gives us an identity beyond the personalities who from time to time are involved in it. Finally, the strategy helps us tell our story and communicate our purpose to stakeholders, in a language they will understand.

As a part of University of Strathclyde our strategy aligns with our parent institution's vision, mission, and strategic plan, summarised in Appendix A.

Our plan is expressed in four strategic objectives: to educate, collaborate, strengthen, and develop.

Four strategic objectives

The four objectives are set out in the table below, along with a brief descriptor of their meaning and purpose.

Objective	Descriptor	Context
Educate	<p>We will provide a centre of excellence in mediation practice and education</p> <p>We will enhance the student experience by providing real world mediation observation and practice</p> <p>We will enhance the transferable skills of our students by giving them quality assured experiential learning</p> <p>Within the university we will raise awareness of our existence and the value we add</p> <p>We will educate the public about mediation; how it works in practice, and its ability to settle disputes quickly and constructively</p> <p>We will encourage the legal profession to embrace mediation as a viable alternative to litigation in the resolution of disputes</p>	<p>The Clinic is part of University of Strathclyde, and its founding purpose was and is to provide real world mediation experience to students.</p> <p>The university seeks to develop graduates who are engaged, enquiring, enterprising, and ethically and globally aware. By allowing the students both to observe and then apply their learning, we broaden their range of encounters. Allowing students to witness and engage with real world disputes enhances their awareness of the complexity of the human condition.</p> <p>Our mission to educate now stretches beyond the university. Through our work, we seek to raise awareness of mediation among the general public, within the legal system, and into communities currently under-served by mediation.</p> <p>This education starts with the parties to the mediation, many of whom may have no prior knowledge or experience of it. Their engagement with the process is a teachable moment.</p> <p>This objective links to UofS Strategic Goal 1: outstanding education and student experience, and Goal 3: transformative innovation and impact. It also connects to the institutional value of being people oriented.</p>

Objective	Descriptor	Context
Collaborate	<p>Our ethos is by definition collaborative</p> <p>We will engage with all stakeholders in a co-operative way</p> <p>We will provide an interface for knowledge exchange between those with different levels of mediation experience</p> <p>We will approach all negotiations with a view to creating value and fostering mutual gain</p>	<p>We recognise the benefit of connection. Our stakeholders include the university, government, Scottish Mediation and the civil courts. Operationally we connect to students, clinic mediators, and of course the parties.</p> <p>Many of those involved in the clinic are alumni of the mediation programme, and there is a wider network of alumni with whom we might want to connect.</p> <p>We are also increasingly on the radar of other organisations from whom referrals may be made or opportunities for service provision may arise.</p> <p>This objective links to the UofS institutional value of being collaborative.</p>
Strengthen	<p>We will demonstrate our usefulness and enhance our reputation through our work.</p> <p>We will seek stable funding sources.</p> <p>We will consolidate before we expand.</p>	<p>We are mindful of our core educational purpose, and that our existence is indissolubly linked to the university.</p> <p>We also recognise that we have a symbiotic relationship with the civil justice system, creating both opportunities and commitments.</p> <p>While we will always engage positively with opportunities to expand our activities, we will not seek growth for its own sake nor stretch ourselves beyond our means.</p> <p>This links to UofS strategic goal 5: operational excellence.</p>
Develop	<p>We will work in a way that is reflective, responsive and flexible.</p> <p>We will encourage diversity and equal opportunities. We aspire to reflect the makeup of the society we serve.</p> <p>Based on experience, we will build expertise and resources in online mediation.</p> <p>We will challenge ourselves to continuously improve.</p> <p>We are always open to learn more.</p>	<p>We recognise the changing world in which we live, and so the need to be adaptive in all we do. From the political, economic and social macro-environments to developments in the Scottish civil justice system, we must be ready to deal with changes that may not be of our own making.</p> <p>We will reflect on our activities, informed by the views of stakeholders.</p> <p>We will be prepared to be challenged and to challenge ourselves; to do differently and better for the good of all.</p> <p>This objective links to SU Strategic Goal 3: transformative innovation and impact. It also connects to the institutional values of being bold and innovative.</p>

Appendix A University of Strathclyde strategic plan 2020-2025



Appendix 4: List of Members

Staff

Charlie Irvine	Director
Pauline McKay	Co-ordinator
Rosie McBrine	Service Delivery Administrator

Board Members: 2023-2024

Charlie Irvine	Director
Andrew Boyd	Joint Chair
Alastair Sharp	Joint Chair
Bronwyn Sutton	Secretary (co-opted for 1 year)
Thomas Scade	Treasurer
James Claxton	
Gordon Davies (co-opted for 1 year)	
Alan Jeffrey	
Pauline McKay (ex-officio)	
Eunice Olatunji	
Oyinkro Olobio	
Linn Phipps	
Andrew Reid	
Alison Welsh	
Rosie McBrine (in attendance)	

Intake Workers 2023-24

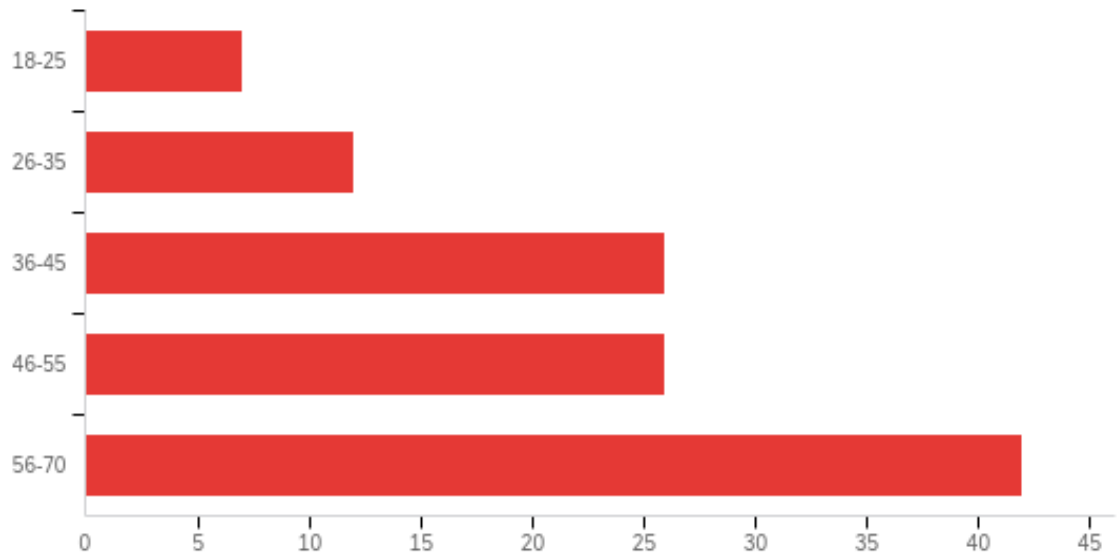
Ben Cramer	Mediator
Jackie Dougall	Mediator and Postgraduate Student
Victoria Hibberd	Undergraduate Student
Francesca Jones	Undergraduate Student
Gordon Murray	Mediator and Postgraduate Student
Rosie McBrine	Mediator and Service Delivery Administrator
Pauline McKay	Mediator and Mediation Clinic Co-ordinator
Andrew Reid	Mediator and Postgraduate Student
Tom Scade	Mediator
Elise Schwarz	Mediator
Patrick Scott	Mediator
Bronwyn Sutton	Mediator and Postgraduate Student

At time of publication, there are 61 mediators and 15 observers within the Clinic.

Appendix 5: Mediation Clinic: Feedback from Online Survey

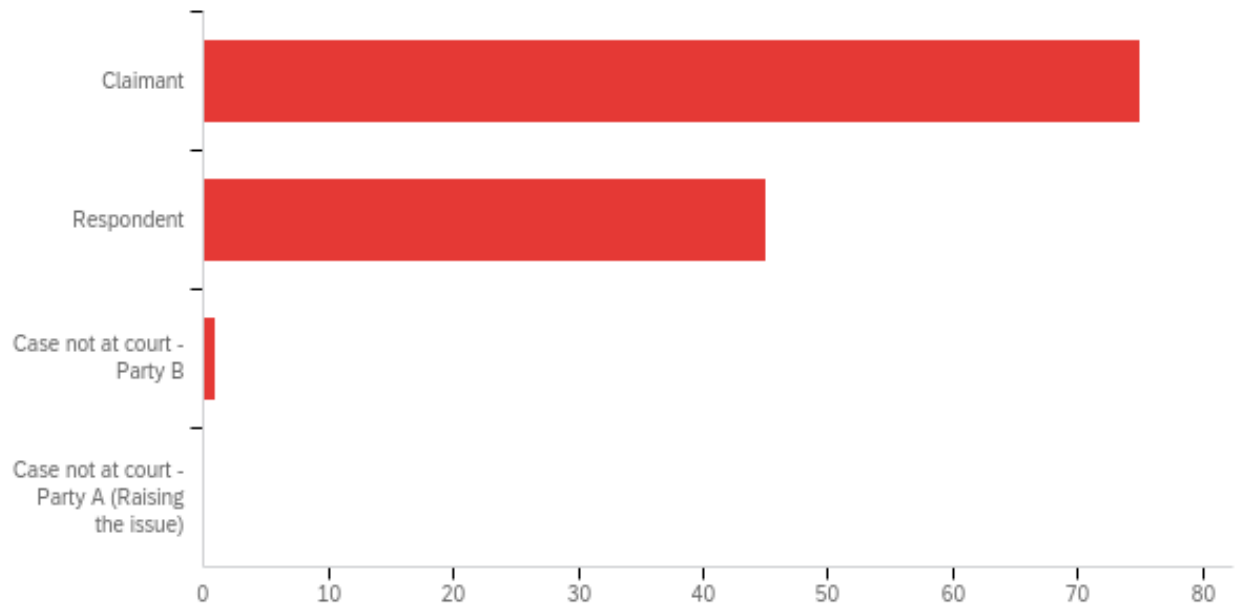
October 2023 – Sept 2024

Q1 - Age range



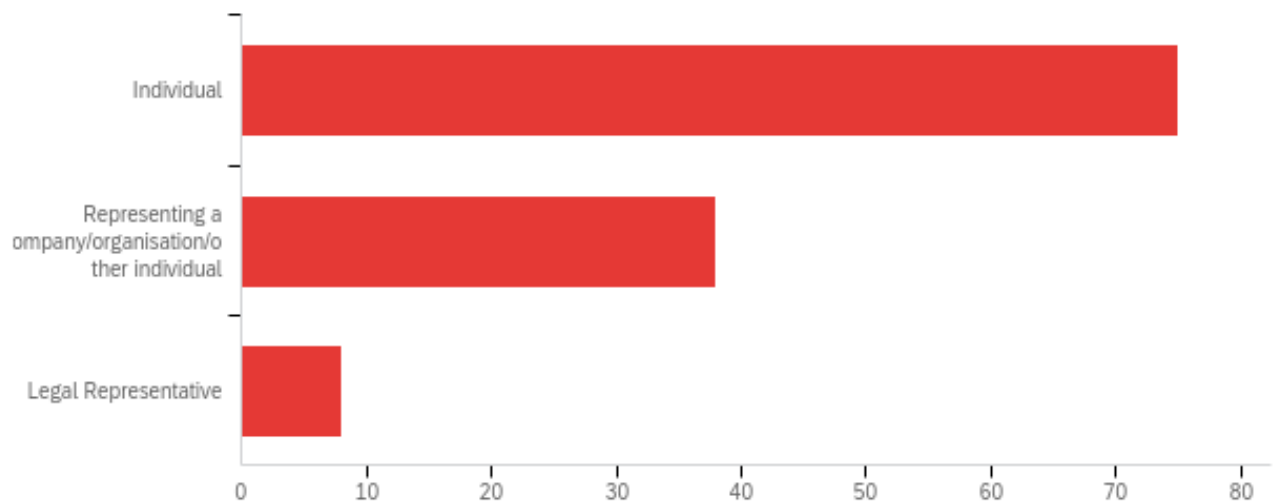
#	Answer	%	Count
1	18-25	6%	7
2	26-35	10%	12
3	36-45	21%	26
4	46-55	21%	26
5	56-70	34%	42
	Total	100%	122

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



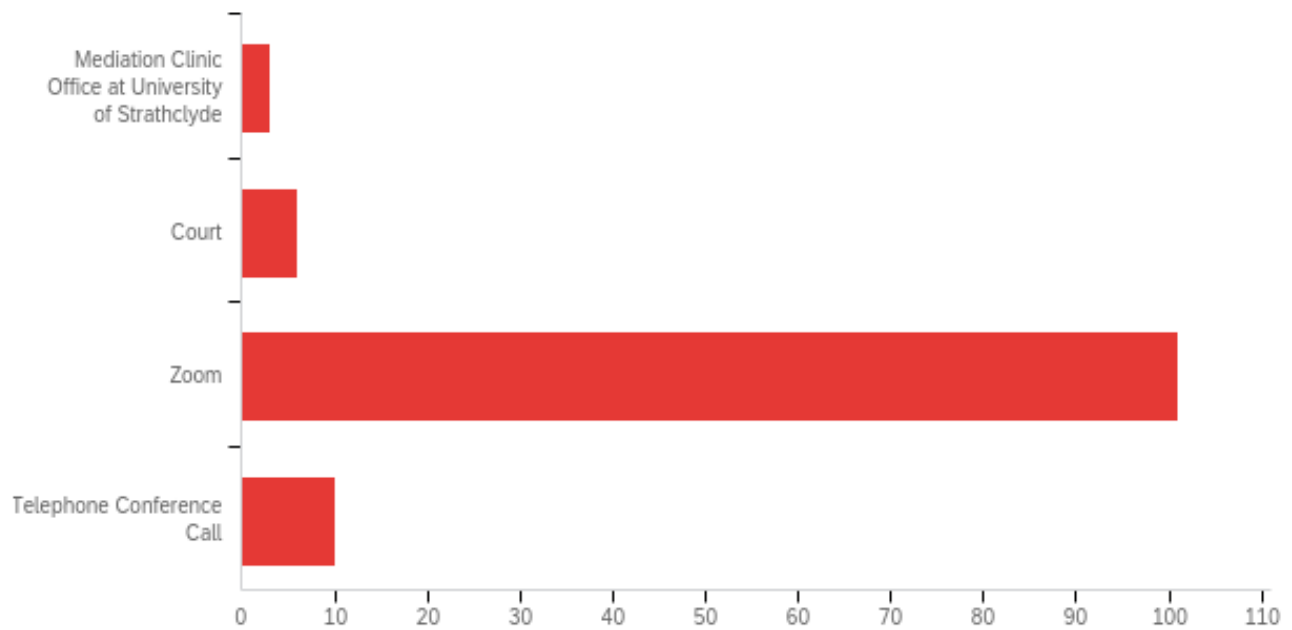
#	Answer	%	Count
1	Claimant	62%	75
2	Respondent	37%	45
3	Case not at court - Party A (Raising the issue)	0%	0
5	Case not at court - Party B	1%	1
	Total	100%	121

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



#	Answer	%	Count
1	Individual	62%	75
2	Representing a company/organisation/other individual	31%	38
3	Legal Representative	7%	8
	Total	100%	121

Q4 - Where did the mediation take place?



#	Answer	%	Count
1	Mediation Clinic Office at University of Strathclyde	3%	3
2	Court	5%	6
3	Zoom	84%	101
4	Telephone Conference Call	8%	10
	Total	100%	120

Q5 - Would you have preferred a face to face mediation session? If so why? If not, why did you prefer the mediation that you experienced?

No, Zoom was much more convenient
No preference, would be happy either way
Allowed to log on during the working day remotely
No Zoom worked perfectly
No the respondent was very aggressive.
Yes it would have been preferable. It would have been easier to take notes and ask questions. No distraction from conversation.
Mediation over telephone works efficiently for stage of case.
The telephone conference call worked well for us
No I am accustomed to meetings online
We had a face to face session - 4.5 hours on Zoom would have been horrendous
It took place face to face.
Face to Face was preferred as I feel it is more comfortable to resolve matters
No convenience
No x 10
Not specifically the need not to travel was helpful
I simply prefer face to face, however the process went smoothly
Zoom meeting good for me as less time taken up without travel. Also like the seperate rooms when required.
No, it made the process far less stressful knowing that I didn't have to see the respondent in person. It took away the worry about potentially having to sit or meet with the respondents in a corridor etc without a mediator present.
No that would have been very challenging due to the nature of the claimants previous behaviour.
Preferred online because I had low expectation of a positive outcome, there was less time expended in travelling and I really didn't want to be in the same room as the respondent anyway.
No based in Leicester and is a long way to travel for the mediation.
I found the zoom meeting a good platform to discuss such matters.
I believe a zoom meeting was the best option in this instance given the lengthy discussion that took place.
No, easier to manage my day without having to travel for a face to face mediation.
Yes
Preferred zoom, it was ideal, didn't have to worry about leaving my house
Yes, zoom keep all parties in a safe environment and isolation in breakout rooms useful if required
No it was less stressful and intimidating

No preference

No, At first I thought I would because I get flustered sometimes but I felt safe if that makes sense and it saved unnessecary travel stress and expense

No, preferred Zoom in my own home as more relaxed.

Zoom was convenient and less time consuming

Less emotional over the zoom call

I enjoyed the ability to attend from the comfort of my own home.

Zoom meeting good for me as less time taken up without travel. Also like the seperate rooms when required.

No preference . Would have been happy either way.

Zoom worked perfectly

No as the respondent is very aggressive

Face to face mediation would've been preferable. I think it is easier to take notes and questions as the other party speaks and this way you don't get distracted from the conversation when you respond.

Mediation over telephone worked sufficiently for the stage of the case.

The conference call worked fine for us

No. I am accustomed to meetings online.

We did have face to face mediation and I'm very glad we did. 4-5 hours on a Zoom call would have been horrendous!

Was face to face as in Paisley court

The face to face session was preferred by myself as I feel it is more comfortable and natural was to resolve matters

no, convenience

Not specifically. The need not to travel was helpful.

No. Zoom is more convenient

No at the claimant is very aggressive

No- given the distances between the parties the Zoom call worked out as the most efficient option

Zoom was better for me as I was able to be continue with my work after the meeting.

Yes, would be more personal

The experience was suitable for the value of monies outstanding.

Happy with the virtual session and how it was conducted within in the privacy of my home.

Zoom was fine

Neither

The mediation I had was more flexible for me as I am self-employed.

Zoom was good

I preferred the session on zoom and being able to do this with being in my home. It brought me more comfort doing it this way. I was very nervous and anxious. Doing zoom from home made me feel more comfortable.

No. Zoom was much more practical.

Of no relevance either way. Mediation is not justice.

Kept things easy and civil

The zoom was fine

happy with zoom

Zoom , I am in W Sussex and he is in Scotland

No, Zoom is perfect.

As I live overseas zoom was the only option

Preferred zoom call

Much better for location

Zoom worked as due to the previous correspondence with the respondent I was emotional

Face to face might have been a better option as I felt that the other party were only paying lip service to the mediation process and were able to terminate the session early.

No. Zoom was more convenient as I live far away

Yes, but I appreciate that distance made that a challenge.

No - remote as I'm over 400 miles away from the other party.

We are 100 miles from Glasgow

No Zoom was useful in this situation

Happy with zoom . Less formal

No, It was more convenient to meet over Zoom.

No preference

Online is more convenient

No, online was fine, thank you.

No. The mediation taking place by zoom was very convenient.

Perfect for me via zoom

SAVED TRAVELING TIME

Found it to be a more relaxed atmosphere being in the comfort of my own home.

Not important, I think this worked quite well and I didnt have to travel which would have meant even more loss of earnings when I already had to lose earnings as things stand.

No. Zoom call is preferred simply due to availability and avoiding travel time

I much preferred the online mediation session. I felt this was much more relaxed and convenient and allowed for a batter experience overall.

not specifically, remote session worked just as well

No . The experience was quite personalised and well conducted. It was preferable that travelling was not involved.

One of us would have preferred face to face mediation as it was felt that hearing would have been better. But I preferred via zoom, it was more convenient and that you could be more open about matters.

Feel that Zoom and the use of breakout rooms is actually better than F2F, and a lot less cost involved for travel etc.

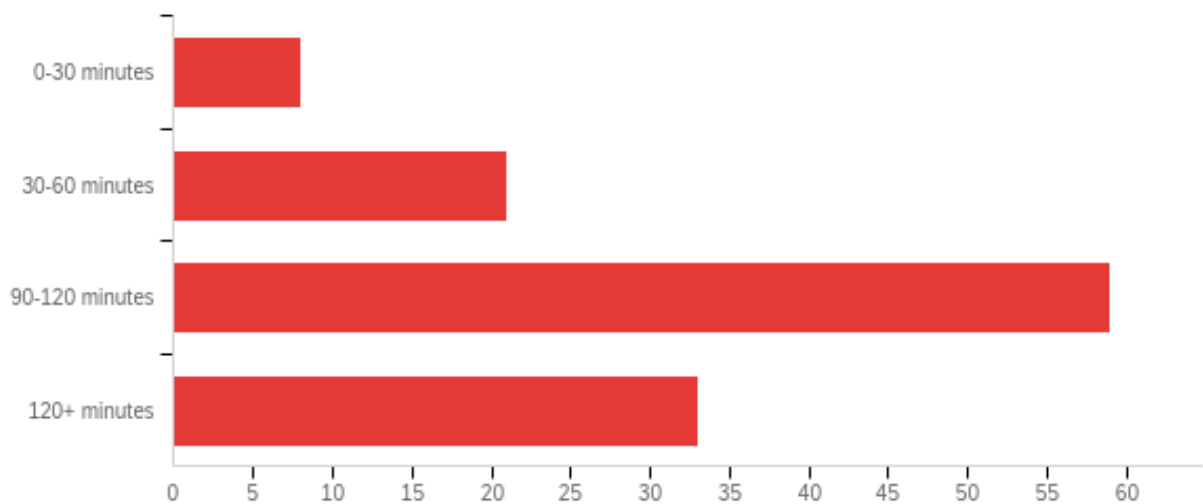
79 preferred Zoom

7 Preferred F2F

4 No preference

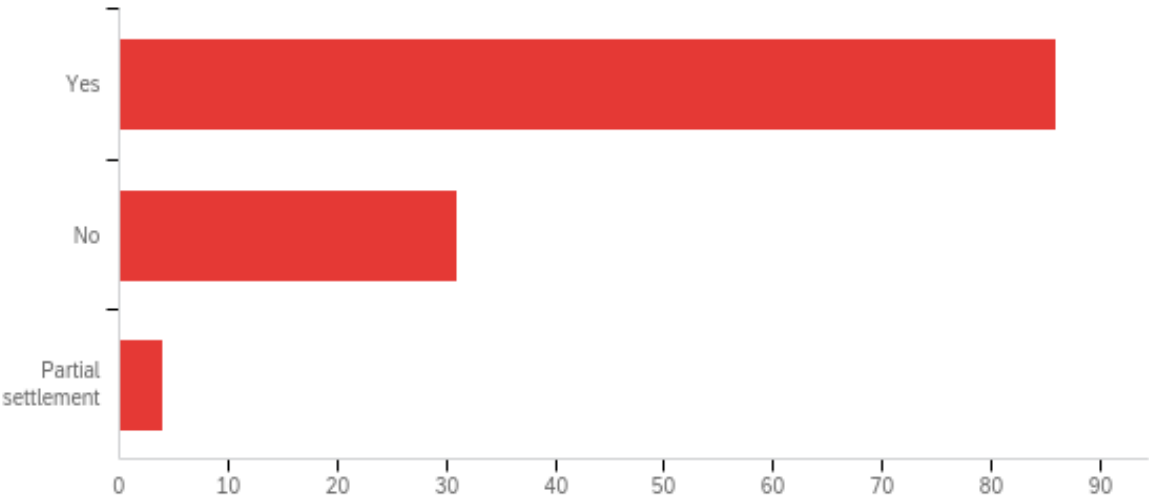
X Happy with telephone conference

Q6 - How long did the mediation last?



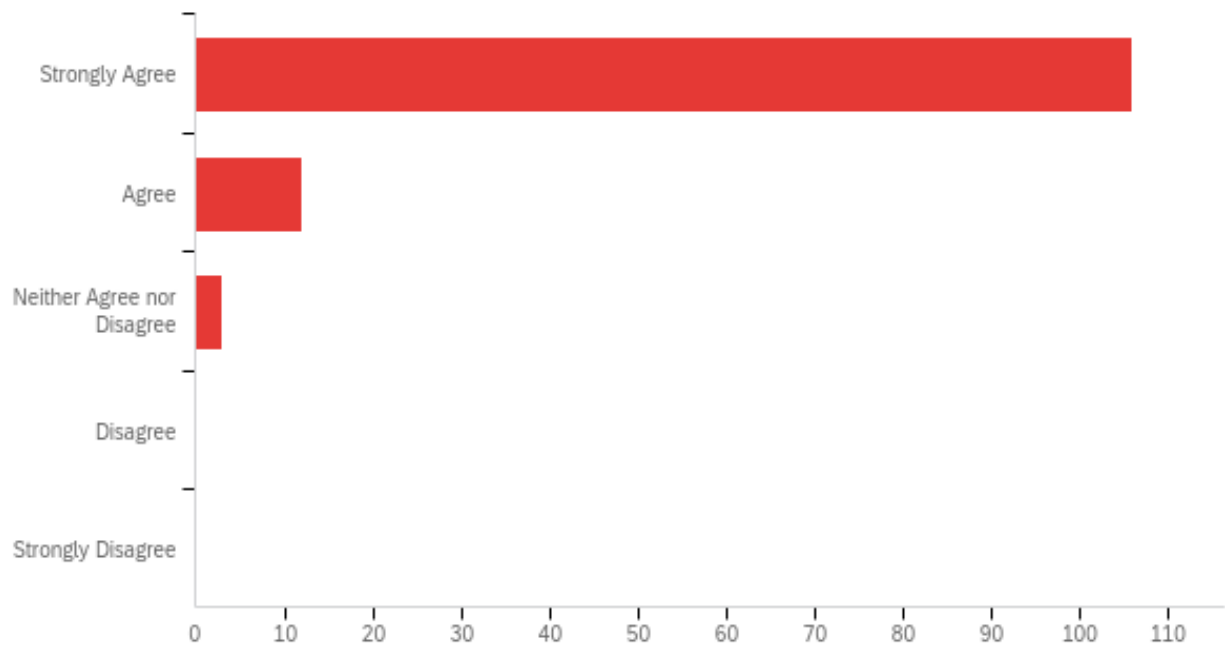
#	Answer	%	Count
1	0-30 minutes	7%	8
2	30-60 minutes	17%	21
3	90-120 minutes	49%	59
4	120+ minutes	27%	33
	Total	100%	121

Q7 - Did the mediation result in a settlement?



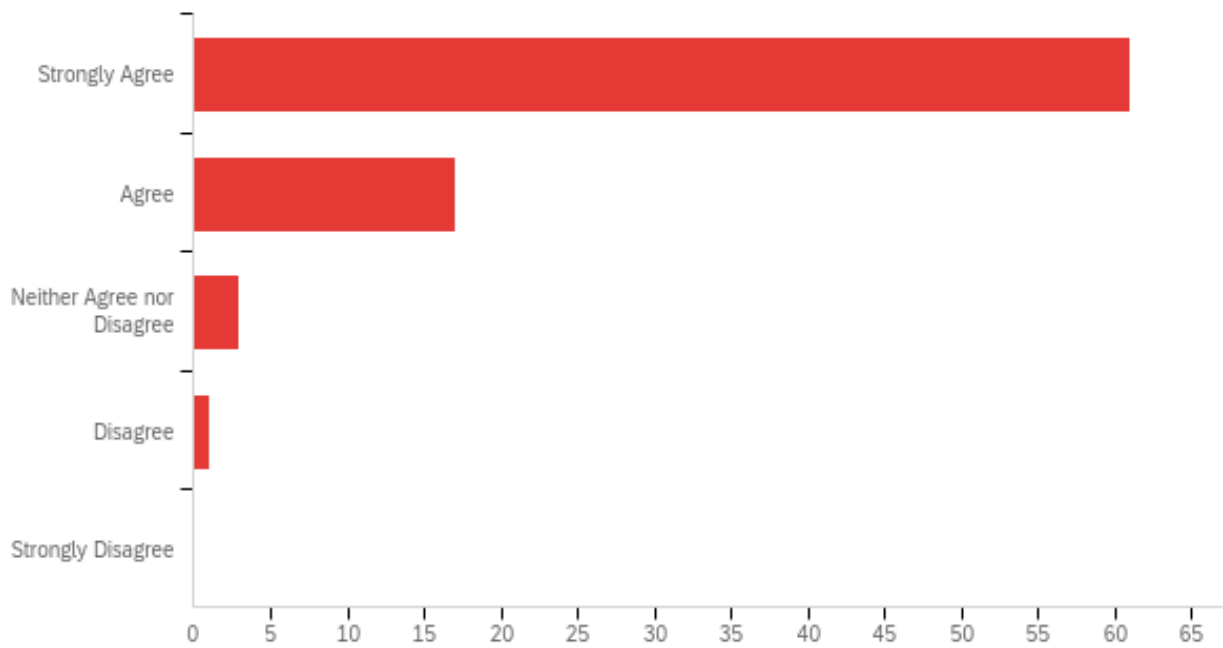
#	Answer	%	Count
1	Yes	71%	86
2	No	26%	31
3	Partial settlement	3%	4
	Total	100%	121

Q8 - The mediators clearly explained what is involved in mediation.



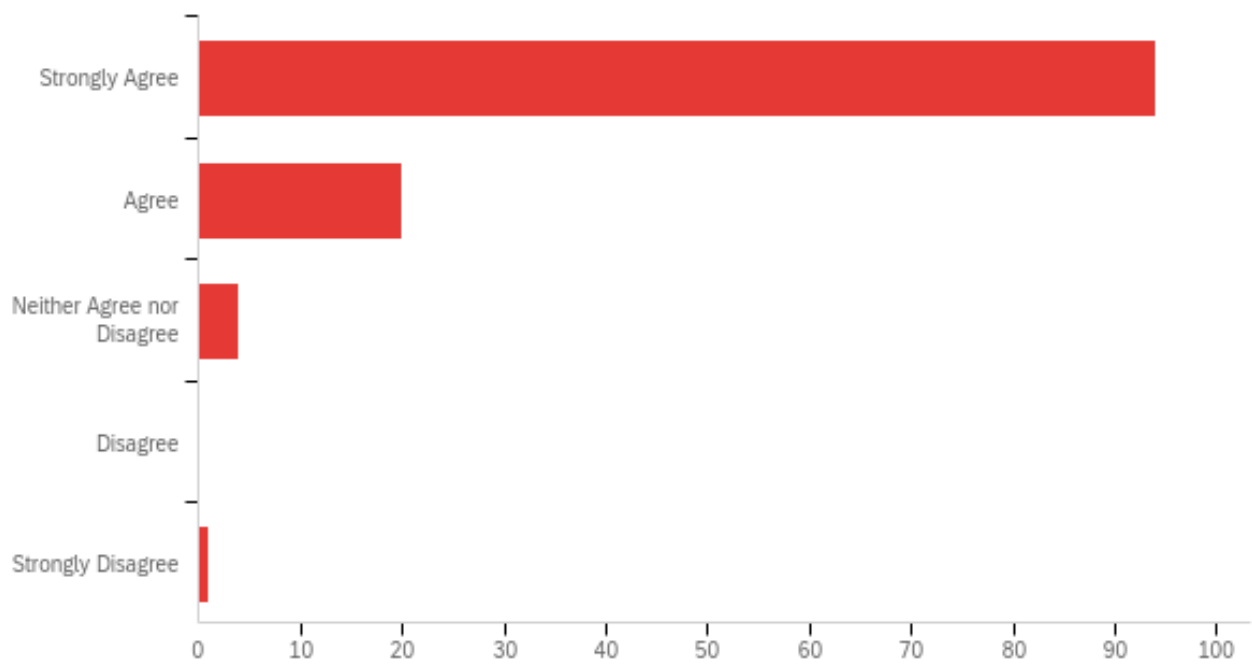
#	Answer	%	Count
11	Strongly Agree	88%	106
12	Agree	10%	12
13	Neither Agree nor Disagree	2%	3
14	Disagree	0%	0
15	Strongly Disagree	0%	0
	Total	100%	121

Q9 - The mediator(s) understood the issues I had to resolve



#	Answer	%	Count
11	Strongly Agree	74%	61
12	Agree	21%	17
13	Neither Agree nor Disagree	4%	3
14	Disagree	1%	1
15	Strongly Disagree	0%	0
	Total	100%	82

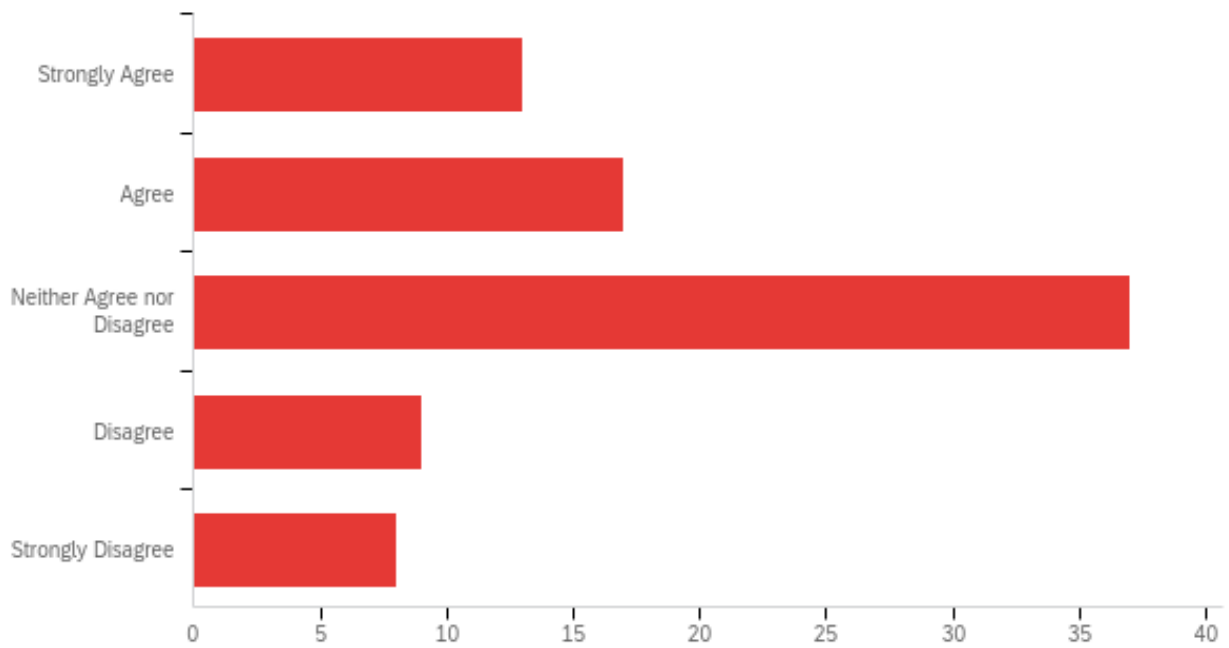
Q10 - The mediator(s) were fair and impartial



#	Field	Choice Count
11	Strongly Agree	79% 94
12	Agree	17% 20
13	Neither Agree nor Disagree	3% 4
14	Disagree	0% 0
15	Strongly Disagree	1% 1
		119

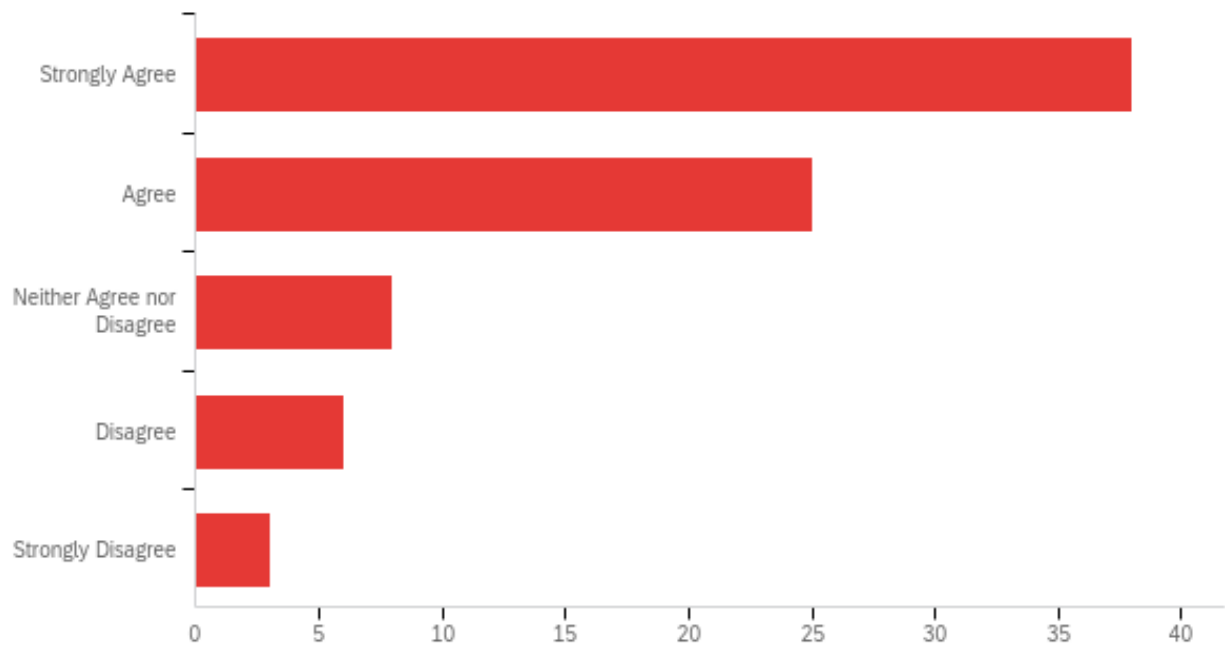
Showing rows 1 - 6 of 6

Q11 - Mediation has improved relations with the other party to the dispute.



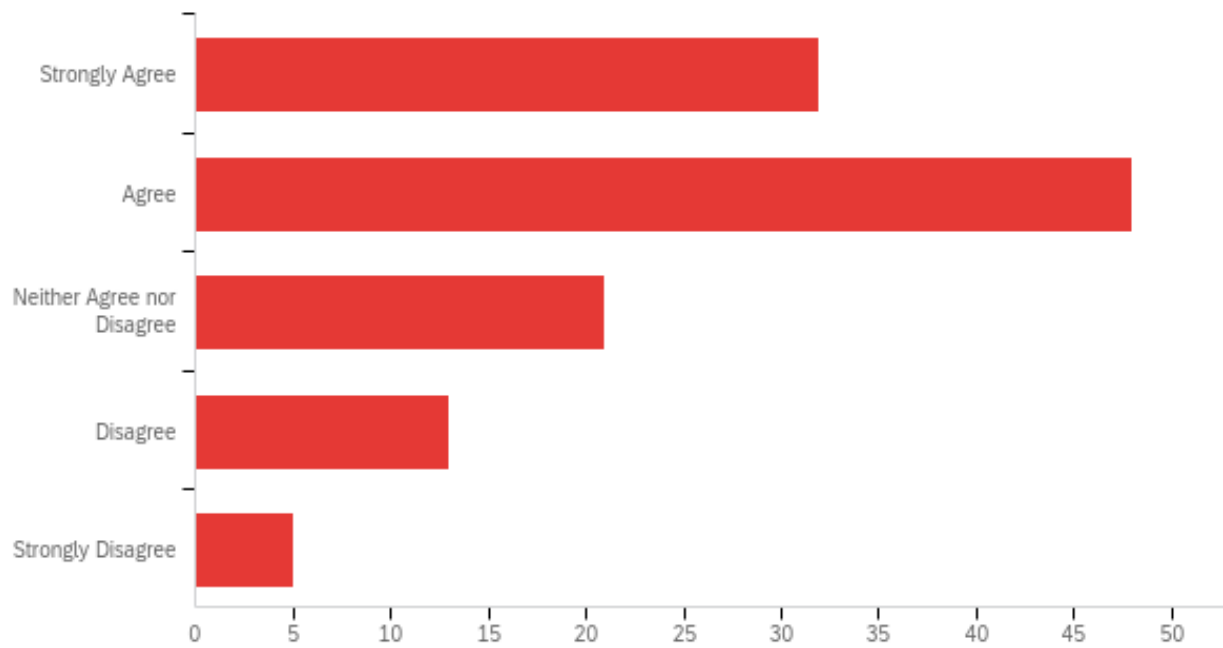
#	Answer	%	Count
11	Strongly Agree	15%	13
12	Agree	20%	17
13	Neither Agree nor Disagree	44%	37
14	Disagree	11%	9
15	Strongly Disagree	10%	8
	Total	100%	84

Q12 - Mediation was an efficient way to resolve my dispute(s).



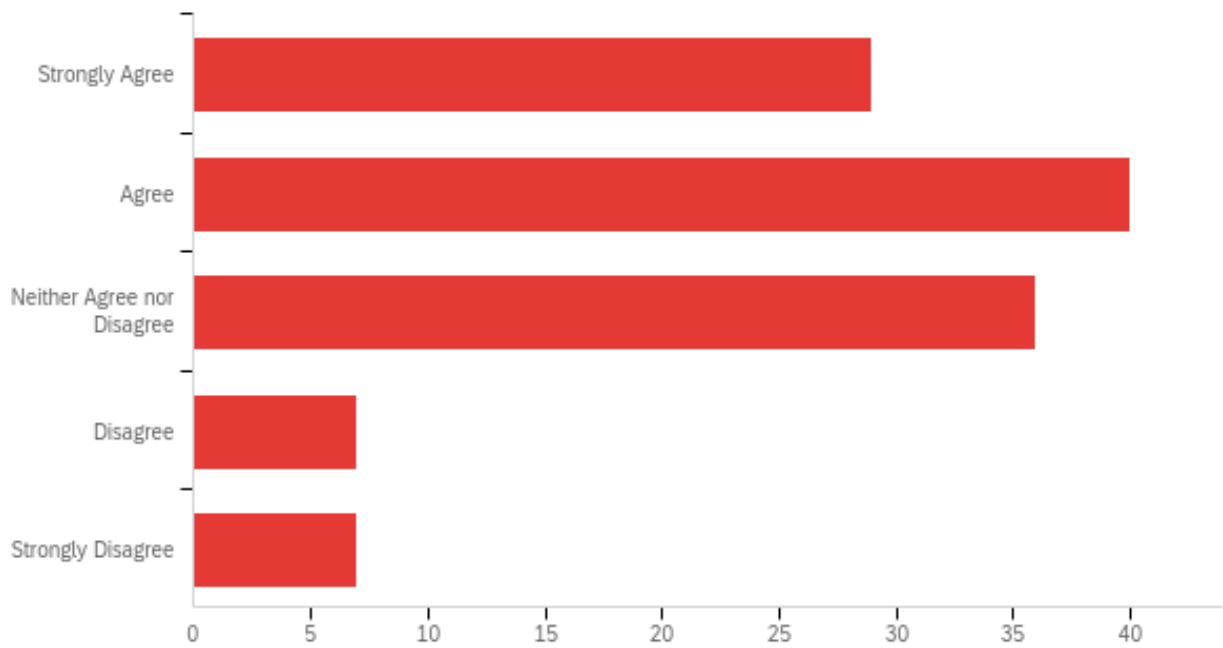
#	Answer	%	Count
11	Strongly Agree	48%	38
12	Agree	31%	25
13	Neither Agree nor Disagree	10%	8
14	Disagree	8%	6
15	Strongly Disagree	4%	3
	Total	100%	80

Q13 - I/We were satisfied with the outcome reached in mediation.



#	Answer	%	Count
11	Strongly Agree	27%	32
12	Agree	40%	48
13	Neither Agree nor Disagree	18%	21
14	Disagree	11%	13
15	Strongly Disagree	4%	5
	Total	100%	119

Q14 - The outcome reached in mediation was fair.



#	Answer	%	Count
11	Strongly Agree	24%	29
12	Agree	34%	40
13	Neither Agree nor Disagree	30%	36
14	Disagree	6%	7
15	Strongly Disagree	6%	7
	Total	100%	119

Q15 - What were you hoping the mediation would achieve?

Full settlement
Full settlement which was achieved
To understand my Customer better and hear her side Of the story
I had no hopes.
To settle the claim and recoup funds that were spent testifying and issue
To prevent going to court.
I was looking for a refund of the cost of batteries
A resolution to the dispute
To resolve a return of deposit
The respondent would pay his outstanding debt to the Residents Association
Cash in recognition of misrepresentation
An agreement between parties
Settlement of the court action.
A mutually acceptable outcome
End to the dispute and a financial settlement.
Settlement x 5
In all my years of being in this trade this was the most difficult and awkward customer we have ever dealt with. Given how difficult the customer was I think the mediators done fantastic to achieve anything and settling matters given the circumstances
Would have been helpful if the notes from previous sheriff were available. He clearly stated to Mr Pass that I was free to keep the door at no cost
Equitable settlement
Resolve my claim which was to get my money back
To give the rouge builder £0.00 and make him accountable for what he did to us and compensate us for our loss
Fair outcome
amicable resolution
Payment of an overdue debt, and also clear communication between myself and the client
A fair and reasonable settlement within the limits of the simple procedure settlement limits.
resolve a dispute
Full payment of outstanding monies.
To resolve matters
A satisfactory outcome resulting in a fair and agreeable resolution for both parties.

Explanation of my complaints

Peace and quiet

My money returned

I would have liked the mediation to have achieved a full refund on monies I have spent.

Understanding and costs

The claimant was unfortunately provided incorrect and false information. I was hoping and was able to provide the truth

Refund of goods I had paid for but not received

Justice - and to ensure a fair standard of workmanship for a fair price - Let right be done

A civil solution to the issue

the result achieved

RESOLUTION

A compromise agreement.

That a settlement would be reached

Resolution of the claim

Recover most of the debt.

That the claimant would see they do not have the entitlement they demand

An end to the dispute and an apology

I was hoping that the other party would take note of all circumstances involved and realise there is no case to pursue.

an open discussion with claimant

To have my say & for the other person to have to listen to me

Claim against me dismissed by the court, with no costs to pay.

I was hoping the mediation would have succeeded in gaining understanding the immense stress my family is under but I have realised that she couldn't care less about myself and my girls despite the fact I've known her for over 20 years

A sensible outcome

The Respondent being willing to propose a reasonable offer of settlement

End the problem

Settlement without the need for court

situation solution moving forward ie payment

Some sort of resolution

A full refund of £999

resolution

bring it to conclusion at a fair price

Some kind of resolution

To end the situation and the other party to stop wasting my time.

That the claimant understands his claims are baseless

Payment of the required works.

payment of a reasonable proportion of the claimed amount

A much fairer reduction in our invoice. We will pursue this with the Law Society.

A resolution to the problem.

A fair settlement

Q16 - What did the mediation achieve?

Partially

Fully what I expected

Fully what was expected

Partial what was wanted

Partially

It did not achieve what I hoped for.

As respondents we did feel some pressure to commit to a final settlement although we strongly believe we are not at fault - the process ahead of mediation seems unfair in that a customer can make allegations and regardless of the outcome, they only part at detriment is the respondent.

full settlement

Resolution

Actually compromised agreement.

We recouped some(most) of the funds we had aoeng

Agreement reached. Going to court prevented.

I got my refund

Very little, this was not in any way due to the mediators.

resolved the return of half of the deposit

Another court appearance

I did get cash, not what I wanted but I chose to compromise.

No agreement was reached

Settlement of the court action.
What we had hoped it i.e reaching a settlement without resorting to court procedures
An end to the dispute and a financial settlement.
Settlement! X 4
A settlement and saved valuable court time as the customer was extremely awkward and had already wasted so much court time dragging matters on which was completely unnecessary
The door will be returned to Ultimate home solutions
Equatable Settlement
Managed to get my money back but because respond couldnt be bothered attending
Settlement for the claimant
My paying the claimants money instead of buying and buying and installing the EvC
a resolution to conclude the proceedings
We achieved clear communication which was great, hopefully the debt will be settled in time.
A full and final settlement
resolution of a dispute
A 60% settlement of monies owed.
I got to speak to representative from Natuzzi unfortunately we couldn't resolve our issues but felt that mediation helped if it has to go to court
Unfortunately a satisfactory resolution was not achieved within the mediation session.
Nothing x 3
The mediation achieved a mutual contact between the respondent and myself.
A fair result and a better relationship with the tenant
That i was not responsible
Refund
That contractors can get away with not following the rules
Clarified entrenched potion of claimant
Archived a solution quick stress free and easy
Outstanding money due
a satisfactory outcome
RESOLUTION
I felt my views were respected. There was no settlement.
The mediation didn't achieve anything given the respondent was not willing to negotiate. It simply gave the respondent a platform to degrade me with no factual proof.
Over 75% of debt.

settlement though we felt the mediator was somewhat claimant friendly
An end to the dispute and some compensation for my losses.
Nothing, the other party ended the session too early.
some discussion
An outcome that saved me any more stress of court
Claim against me dismissed by the court, with no costs to pay.
The mediation achieved tina getting money out of me which was what she wanted
A sensible outcome
Confirmed the Respondent's position, matter to go back to court
Have a conclusion
We didn't reach the desired outcome but that was not due to the process.
historical debt solution
We came to mutual agreement
A resolution was agreed between the parties.
Partial refund £400
yes
exactly as we were hoping
Sadly on this occasion it wasn't successful but it was good that we were able to put our point across without interruption.
Partial payment which I felt I had to accept. It gives the impression that that general public have the right to demand how much they want to pay for bills rather than for work received.
The claimant requesting that I acknowledge false claims in return for reduced settlement amount and withdrawal of case from the court.
Payment of the required works.
payment of an acceptable proportion of the claim, once their reason for dispute was made clear
A resolution to the court case .
It just emphasised the gap between what the claimant said and what actually has happened i.e he thinks he is owed more money when in fact he has already been overpaid and we would like this back, plus the monies we have had to pay rectifying the faulty workmanship.
A settlement that i feel 'i gave' more than half way on, but my wife and i had had enough of this dispute, so we accepted and closed it.

Q17 - If you have any suggestions for ways to improve the mediation service that you received please write them in the box below.

Patrick did a fabulous job. His technique worked in cutting out the nonsense.

No, I think Andrew was brilliant at what he did. I'm all my years of being in this trade this was the most difficult and awkward customer. Given how difficult the customer was, I think the mediators did fantastic to achieve anything and settling matters with the circumstances. The settlement saved valuable court time as the customer was extremely awkward and had already wasted so much court time dragging matters in which was completely unnecessary.

None

My only comment is the line was a bit crackly and freezing at times..resulting in having to ask the mediator to repeat what they were saying to me on several occasions. This could have been due to my wifi connection though.

None

Not really

I think suggesting introductions and times for both parties would help clarity.

It was useful to prepare for court

Thank you to both Patrick and Rosie who were both supportive of both parties and helped us come to a resolution

Mr patrick was very kind and patient

the mediation clinic should be willing to accept the need for more robust settlement agreements, the current style does not offer full legal protection to parties and when this was suggested by me, both the claimant and the mediators were angered but I am afraid it is true

This is a difficult one to answer as the expectations I have on the other party coming prepared are not linked to the role of the mediators and given their impartiality it would not be fair to expect them to ensure a more professional stance to responding to detail is given. Also the closing process must be understood by all parties as this was questioned by the respondents legal representative to which I felt was rather embarrassing for them as it had the potential to destabilise all the hard work by the mediators in reaching the win win...

Service was excellent and couldn't have asked for more from the mediator

I felt confident in the service that the right outcome would be reached with the correct guidance and this was

No everything was great.

No need to summary everything as makes things longer and I was happy to talk directly to the claimant but every case is different I imagine. Whole thing was handled very well

No suggestion

No suggestions

A pre-mediation session to explain the background to the case

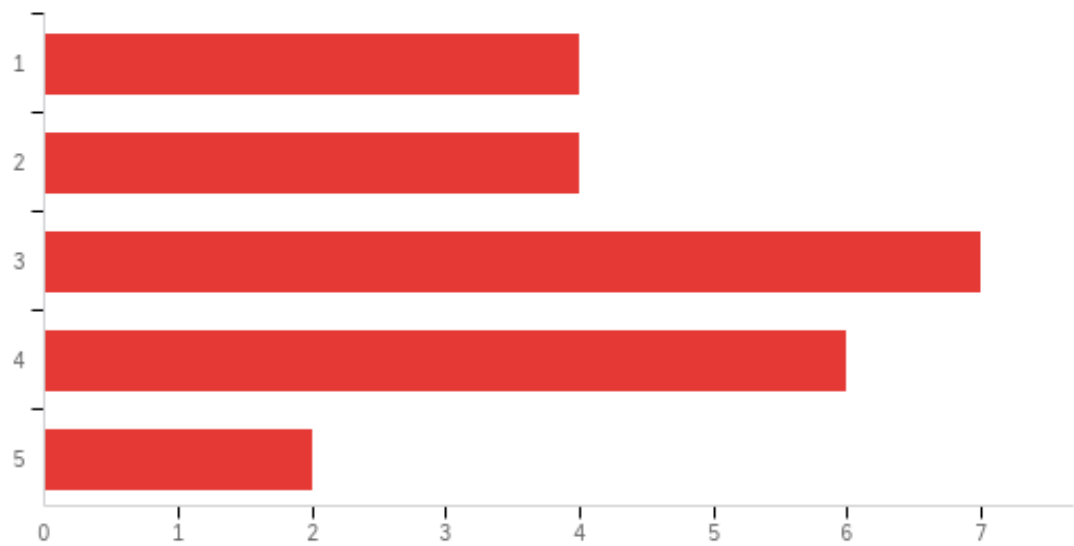
None

No, I think Andrew was brilliant at what he did and his colleague

all good

Listen to the respondent and put forward their views
The mediators were very kind and understanding.
Patrick Scott, Tom Scade and Segun Oluyole are excellent mediators and an asset to the Mediation Clinic at Strathclyde.
There is nothing I can suggest that might improve the mediation service. I found it helpful. Both mediators were extremely professional throughout the session.
Thanks so much for your time today.
both individuals can speak directly to each other with mediators present
None
None - it was a very positive experience, the principals of which I hope to use in other areas of my life. Thank you very much.
Not to take the easy route towards an automatic compromise when the facts are crystal clear and mediation should be about justice and support for the truth. In other words, giving a decision on the balance of probabilities, not just a monetary solution based on the fear of high court costs.
As no legal position was given we are no further forward. In fact claimant has increased his ask from final bill. Bizarre given than 9 separate aspects of his work were not completed satisfactorily and a new contractor appointed to do the work. Satisfactorily.
No all was good
Can't be improved upon.
All looks good to me.
Happy with the service. Fair and explained.
no. the process was excellent. It did open up some discussion for the first time but we were to far apart to settle
Mediator was superb and went out of his way to succeed.
connectivity issues for a mediator but that is very minor.
no, I was impressed.
Keep doing what your doing thank you!
The mediation service was a good experience but I still feel that the simple claims court doesnt work well and leaves tradesmen open to exploitation where customers can haggle bills. Mediation should have been done at the very beginning before the initial court appearance.
It was a good effort and really appreciated. It may help to truly understand both parties position to know if a resolution through mediation is possible and in a situation we're ot is not, skip the step and let other claims benefit from the released mediation slot.
None at all, I thought Patrick was very friendly and welcoming, and made the overall stressful process very simple and easy to understand. Thank you for your help and support Patrick.
Cannot fault the mediation service in any way . Both Joe and Stuart had excellent communication skills and all of my concerns were summarised accurately. I felt they were both impartial and cautious with their advice. I felt very comfortable with the whole process which was unexpected.
It would be better if the parties were asked more searching questions and the conversation was steered to how they think a judge might view it. Because if the mediators really think that one of the parties involved had a weak case they should say so then it would be up to the individuals if they want to proceed anyway.
None, good service.

Q19 - We are interested in the impact of mediation on your stress and anxiety levels regarding the dispute. On a scale of 1-5, with 1 being minimum impact and 5 being maximum impact, please rate your stress levels now.



#	1
Field	Click to write Choice 1
Minimum	1
Maximum	5
Mean	3
Std Deviation	1
Variance	1
Count	23