



University of Strathclyde  
**Mediation Clinic**

# **Annual Report 2025**

## Contents

	Page
Introduction from Director	3
About the Mediation Clinic	3
Mission Statement	4
Chair's Report	5
Director's Report	7
Co-ordinator's Report	10
Appendix 1: Summary of Cases April 2024 – March 2025	11
Appendix 2: Financial Summary	19
Appendix 3: Strategic Plan	21
Appendix 4: Membership	25
Appendix 5: Feedback	26

## 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, Sneha Bonomally and Tom Scade; my report; one from our Coordinator, Pauline McKay; client feedback; and lots of statistics. I'll summarise some headlines:

- |  |   |
|--|---|
| • <i>Referrals received from courts:</i> | <b>401</b>                              |
| • <i>Cases mediated:</i>                 | <b>268</b>                              |
| • <i>Cases settled:</i>                  | <b>190 (71%)</b>                        |
| • <i>Estimated saving to courts:</i>     | <b>£230,612.40</b>                      |
| • <i>Commonest case types</i>            | <b>Goods and services, unpaid bills</b> |

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 Mediation and Conflict Resolution](#) 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 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.

## **Chairs' Report**

As Co-Chairs of the Mediation Clinic Board, we are delighted to present this year's report to the AGM. Although both of us are new to the role, it has been a genuine pleasure to work alongside such a committed and talented group of colleagues including our Board members, Clinic Director Charlie Irvine, and Clinic Coordinator Pauline McKay.

We are fortunate to have a Board that is both highly skilled and deeply dedicated. Their willingness to give time, energy and thoughtful insight has been invaluable, and we thank both current and past members for their contribution. Our current Board members are Linn Phipps, Oyinkro Olobio, Bronwyn Sutton, James Claxton, Cordelia Gayfer, Lisl McDonald and Abdul Zeeshan. We also acknowledge with gratitude the contribution of Alison Welsh, who has recently stepped down. A special word of thanks goes to our Secretary, Daniel Donaldson, whose careful preparation of minutes, no small feat given the richness of our discussions, has been greatly appreciated.

Over the past year, the Board has refined its approach, adopting a structure more suited to our advisory role. By reshaping agendas to focus on key strategic matters, and by circulating background papers in advance, we have created space for deeper, more meaningful conversations. This has sometimes added to the workload of the Director and Coordinator in preparing discussion papers, but it has helped us concentrate on issues where Board support can make the greatest difference. An action tracker now helps us monitor progress and follow through, and overall, we have found this way of working to be both efficient and productive.

Through this approach, we have advanced the work of previous Boards by developing a Strategic Annual and Three-Year Plan, now housed on SharePoint and shared with the Head of the Law School. We have placed particular emphasis on supporting mediators, students and parties who are neurodiverse, resulting in a well-received CPD session on neurodiversity in May led by Doug Ross, the University's Staff Disability Adviser. We have carefully considered how best to sustain quality and support mediators as the Clinic expands to cover most of Scotland's Simple Procedure Courts, and we have begun work on a Risk Register designed to align with wider Law School and University processes.

The Clinic itself has continued to grow, and its reach has widened considerably. Referrals are now coming from Sheriff Courts across the whole of Scotland apart from Lothian and Borders (served by Edinburgh Sheriff Court Mediation Service). The detailed figures are set out at Appendix 1 below and discussed in the Director's report, but they clearly illustrate the high level of staff and mediator activity over the past year. Alongside this, the Director and Coordinator have continued to build strong relationships with universities, court staff and members of the judiciary to ensure the expansion is effective and sustainable. We are also grateful for the continued support of the Scottish Government, who have once again provided funding for our expanded activities and offered encouraging feedback on the Clinic's development.

This year has also been rich in opportunities for learning and exchange. On 28th March 2025 the Clinic held its fifth annual conference, on the theme "Growing Mediation, Your Practice

and Beyond.” The event, which was stimulating and very well attended, began with a keynote by Michael Jacobs on “The Mediation Dilemma: Resolution or Peace?” and continued with workshops led by Ewan Malcolm, Roy Poyntz and Gordon McKinlay, Patrick Scott, and Ron Inwood and Marie Young of ACAS. In November 2024 we also hosted an International Mediation Clinic Conference, and we are already preparing for the next one in October 2025. Our educational reach has grown too, with new materials developed for university department heads and four short videos on mediation now available to the public on our YouTube channel.

The strength of the Clinic lies not only in its activities but also in its community. The Document Review Group has continued its valuable work. Peer review sessions remain central to the Clinic’s reflective learning culture, and these are led with great dedication by Pauline McKay, Ben Cramer, Gordon McKinlay, Leon Watson, Patrick Scott, Roy Poyntz, Robert Campbell, Frances Sim, Charlie Irvine and Tom Scade. Their commitment helps maintain high standards while also nurturing a supportive and thoughtful environment for our mediators. Plans are also underway to provide voluntary one to one support sessions for Lead Mediators with the Clinic Director. Our quarterly magazine Mediation Matters! continues to thrive under the careful editorship of Patrick Scott, supported by Assistant Editor Adrienne Watson, and is now firmly established as one of our success stories.

We are also proud to share that the Clinic has once again been shortlisted for the Community Care and Social Responsibility Award at the Scottish Legal Awards this September. To be recognised among the finalists is a meaningful acknowledgment of the impact of the Clinic and the dedication of all who contribute to it.

All of this points to a Clinic in very good health, building steadily on strong foundations while continuing to grow in scope and confidence. We are proud of what has been achieved, grateful to all who have given their time and energy, and excited for what lies ahead.

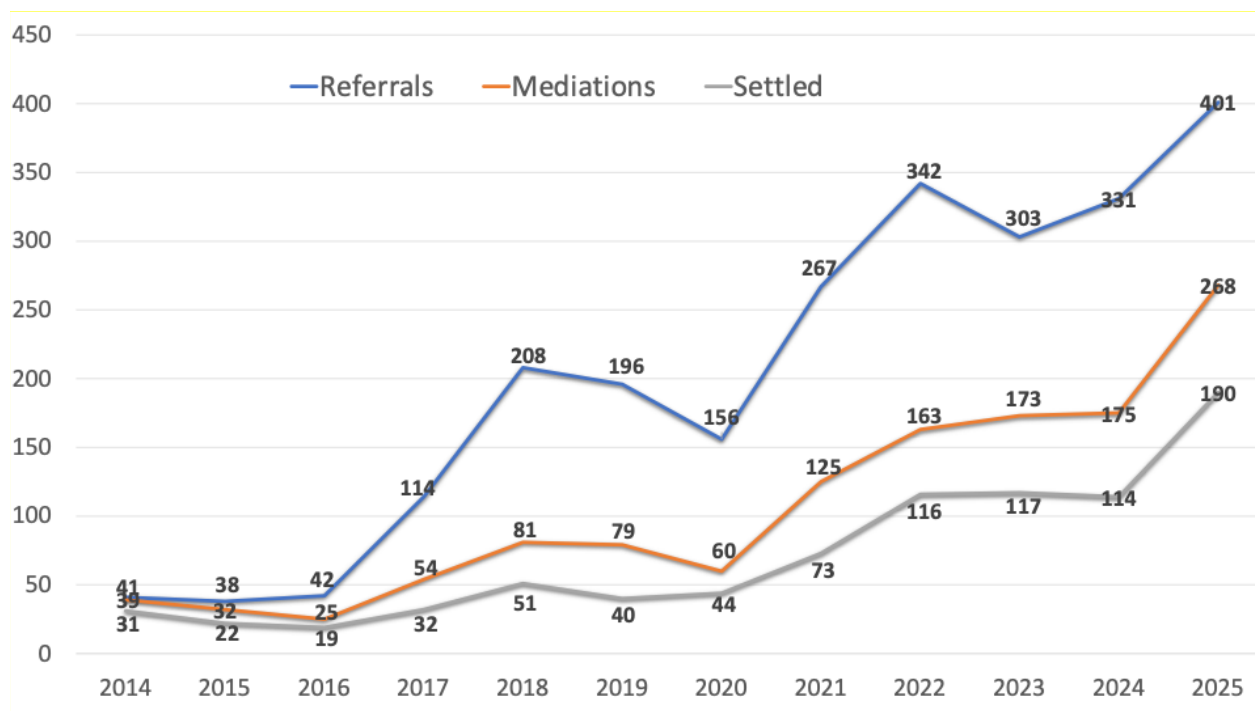
With our warmest thanks and best wishes.

Tom Scade and Sneha Selina Bonomally  
Co-Chairs

## Director's Report

This is the Mediation Clinic's fourteenth year, and February saw the 11th anniversary of our first small claims mediation in Glasgow Sheriff Court. The figures below illustrate the journey we've been on.

### *Mediation Clinic referrals and mediations since 2014*



The Mediation Clinic has become a fixture of the Scottish justice system; already it seems hard to imagine how Simple Procedure could be delivered without our contribution. In 2024-25 we fully integrated the sheriffdom of Grampian, Highland and Islands, receiving referrals from any of its courts and working with local mediators wherever possible. This means the Clinic is now receiving cases from 35 courts across the country. That may explain the significant increase in referrals from last year, though the figures at Appendix 1 show the largest proportion coming from the sheriffdoms of North Strathclyde and of South Strathclyde, Dumfries and Galloway.

### Mediators

I would like to pay tribute to our mediators. It's quite extraordinary to see the settlement rate return to a rate (71%) we haven't seen since 2015, when we attended Glasgow Sheriff Court in person and mediated on the spot (it was then 69%). Although all data should be interpreted cautiously, and other variables will play a part, I'm sure these figures reflect growing expertise. More mediators are working on more cases and building their skills and range with each one. These are not easy cases; it says a great deal for the mediators' humanity and expertise that so many reach a resolution.

Why the challenges between 2015 and now? The chart above shows three major jumps in referrals: first, the introduction of Simple Procedure in 2017; second, post-pandemic as we began working remotely and expanded to 18 courts; and third, since Scottish Government asked the Mediation Clinic to cover two additional sheriffdoms. It seems clear that each upswing in referrals, from new rules or

new sheriffdoms, leads to lower rates of both mediation uptake and settlement. The good news is that, as courts, parties and lawyers become familiar with the process, both these rates gradually increase.

### Coordinator

I would also like to pay tribute to Pauline, our Coordinator, and others who conduct intake calls. The rate of engagement (from referral to mediation) has also increased (to 67%). Pauline has worked hard to lay the foundations here, visiting sheriff clerks around the country and creating a user-friendly system for parties once referred by the courts. It may well be that a good initial experience with the Clinic contributes to more cases settling.

It's instructive to look at figures just released by the Ministry of Justice in England & Wales, showing the equivalent rates since it introduced mandatory telephone mediation for small claims last year.<sup>1</sup> Some 1,900 claims were mediated in July 2024, with a settlement rate of 49%; by July 2025, 5,290 claims were mediated, but only 30% reached a settlement. My guess is that this will recover – our lowest settlement rate, of 39%, occurred following significant expansion in 2018. Having said that, and at the risk of blowing our own trumpet, I remain convinced that the Clinic's model is the best way forward: an intake call with a real person, followed by remote mediation using a blend of joint and private sessions over 2-3 hours.<sup>2</sup>

### Service users

Mediations are about more than numbers, however. Each one draws mediators and parties into an intense drama. These real-life morality plays feature accusations and rebuttals, justice and injustice, anguish and relief, reason and emotion and, often, resolution and closure. We mustn't lose sight of the individuality animating mediation practice. Mediators are asked to ride these waves of emotion alongside the parties, calling for constant adaptation as we attempt to tailor our 'moves' to best suit the moment.

Success can't be measured simply by settlement rates. It's instructive to read further down this report to Appendix 5, where you'll find the responses to our feedback survey. Last year over 100 people completed the form, and their detailed responses offer a more nuanced picture of what mediation is like for its consumers.

When asked for comments or suggestions, responses ranged from highly positive to the opposite:

#### +ve

- *Was guided well from start to finish, well worth doing and saved a lot more stress.*
- *Service was excellent and couldn't have asked for more from the mediator.*
- *[Mediator] did a fabulous job. His technique worked in cutting out the nonsense.*
- *I'm a very nervous person and I cannot praise the mediators enough for how they came across and keeping my nerves calmed.*
- *From the bottom of my heart I want to thank the mediators who took the time and listened to my situation. I had never had to meditate before and although I was hopeful I was realistic*

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<sup>1</sup> With a value of up to £10,000. See <https://www.gov.uk/government/statistical-data-sets/hmcts-management-information-july-2025>

<sup>2</sup> See my comment on this in 2023: <https://legalblogs.wolterskluwer.com/mediation-blog/a-nudge-to-mediate-new-report-from-england-wales/>



*that this may end up in court. However, thankfully this nightmare I have been living has now been resolved.*

- *Partial settlement of the costs, but equally important to us was the acknowledgement/apology.*
- *The mediator created a calm non-confrontational space which facilitated settlement. He also helped the other party understand the issue. It seems to me that it took legal action to get the other party to become fully aware of the details. And the mediator helped in that.*

#### **-ve**

- *Waste of time due to the other party's aggression and bad attitude.*
- *The mediation did not consider the background to the dispute and the respondent came out with a far better solution for them. This is the first time I have used this service and would not use it again. It was far weighted in the respondents favour.*
- *[Mediator] was really good but it felt we were pushed in to accepting a settlement even though the respondent's statement to court was full of holes. It leaves a bad feeling having to accept we were not paid in full for the work we carried out in good faith.*
- *More impartial. Even judge was on claimants' side.*
- *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.*

To be fair, there are many more positive than negative comments. These are laced through with a sense of gratitude that this unfamiliar process was done well, and gratitude (perhaps relief too) that mediators were not only humane but competent. Some seem to have experienced surprise that it led to a "good enough" result. This latter sentiment was echoed in my own research,<sup>3</sup> with most participants unable to say they got "absolute" or "100% justice," yet pleased to have got a result that they could live with. As one put it: *"I think that it is as good a justice as I could have got. I think, yes. Yes, I think it's reasonable justice. There's always a risk going into court. You can never tell and certainly my wife thinks it's a superb solution."*<sup>4</sup>

At the same time, we need to take critical feedback seriously. It's clear that parties are highly sensitive to mediators' impartiality; any hint of sympathising with the other party's point of view risks undermining the trust we work so hard to build. Some were critical of the other party, but disappointed that the mediators weren't more authoritative, revealing another delicate balance, between respecting people's autonomy and remaining sufficiently in control to allow safe and constructive dialogue.

To conclude, the Mediation Clinic is a complex endeavour to which dozens of people contribute and from which hundreds benefit. This annual report sets out some of the past year's achievements; I hope it also encourages us to continue to improve, knowing we're doing something important and worthwhile. And I look forward to working with everyone who supports and works with the Clinic in the year to come.

Charlie Irvine, Director

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<sup>3</sup> C Irvine (2024) [Does mediation deliver justice? The perspective of unrepresented parties](#). Queen Margaret University, PhD Thesis, p. 188 & p. 195.

<sup>4</sup> *Ibid*, p. 199.

## Co-ordinator's Report

The figures from this last year show the busiest to date for referrals from the [Scottish Courts](#). Thanks to the [Scottish Government](#) continued funding we now offer our service to 35 of the 39 Sheriff courts throughout Scotland. Increase in referrals is in part due to undertaking cases from Grampian, Highlands and Islands for the first time.

Our Strategic Plan for 2025-28 is underway and objectives on track, a small selection is detailed in this report.

Continuing to engage with our stakeholders has been a priority. Offering CPD to Sheriff's and mediators; hosting and presenting at conferences; and liaising with parties, all increase the awareness of our service.

Promoting our service to the courts has opened opportunities for us to connect and strengthen our partnership with staff. Our online events for court staff have created a space for the Clinic and court colleagues in remote areas to meet, explore the mediation process, ask questions and share feedback. In-person visits to various sheriff courts continues to strengthen these partnerships, demonstrating our commitment to supporting court staff in their day-to-day work.

Our once per month in person mediation service at Falkirk Sheriff Court continues to be of benefit to both the parties, court and our mediators. In person mediation adds a different dimension to our mediator learning as well as offering parties the opportunity to resolve their conflict on the same day at court.

Our additional offering this year of delivery of Mediation Skills workshops to Humanities and Social Science School Managers was warmly received. These two-hour sessions have sparked interest from other faculties within the University and there appears to be a clear appetite for mediation skills beyond the Clinic.

March 2025 marked our [5th Annual Mediation Clinic conference](#), held online and drew lively discussion and feedback. Our International Mediation Clinic Network (IMCN), which includes colleagues from India, Canada, Germany, Czech Republic, Lithuania, Ireland, England, and Scotland, hosted its first conference on [Clinical Mediator Education](#) November 2024 and we look forward to the next conference on [Global Mediation Clinics](#) on 20 October 2025 online. Please do join us if you can.

Our partnership with [University of St Andrews Mediation Service](#) is flourishing. Each year four students join us to gain hands-on experience by mediating alongside experienced practitioners within the Clinic. With Clinic guidance, they can progress to Lead Mediator building confidence and skill in mediation. We welcome this partnership and look forward to additional collaboration with [Robert Gordon University](#) next year.

Currently, the Clinic has a membership of 79 mediators primarily based in the UK and we currently operate a waiting list. We are proud to offer practical experience to newly qualified mediators and continue to support all mediators on their mediation journey. Our collaborative Peer Support and CPD training continues.

The Clinic continues to offer a placement for Year 3 LLB students as part of their Work Placement Module. Last year saw Charlotte McMunigle working with us one day a week, and this year we

welcome Mariam Naeem. We hope this invaluable experience will inspire her to volunteer with the Clinic and pursue mediation in her legal career.

Thanks should go to Rosie McBrine, Service Delivery Administrator who has now moved to a different role within the Law School. Ryan Gray now takes over as Student Assistant and is a welcome addition to the team.

A heartfelt thanks also to our wonderful Mediators for their time and commitment. The Clinic would not be able to operate without you.

Pauline McKay  
Mediation Clinic Co-ordinator

## Appendix 1: Mediation Clinic Stats: April 2024- March 2025

	Glasgow & Strathkelvin	North Strathclyde							
SIMPLE PROCEDURE REFERRALS FROM April 2024 - March 2025	Glasgow	Campbelltown	Dumbarton	Dunoon	Greenock	Kilmarnock	Oban	Paisley	North Strathclyde Overall Total
No of Referrals	69	1	8	8	3	74	6	17	117
No of Referrals that turned into cases	46	1	5	6	3	57	2	16	90
No of Cases that Mediated	43	1	5	6	3	58	2	15	90
No of Cases that Settled on the day	28	0	3	5	2	48	0	9	67
No of Cases that Settled after mediation	1	0	0	1	0	0	0	0	0
Total Settled	29	0	3	6	2	48	0	9	68
No of Cases that did not settle	13	1	2	0	1	10	2	7	23
No of Cases Partial Settlement	0	0	0	0	0	0	0	0	0
Mediation Case Paused for more information	1	0	0	0	0	0	0	0	0
No of Cases Settled without Mediation	3	0	0	0	0	2	1	0	3
No of Cases Mediated but pending outcome	0	0	0	0	0	0	0	0	0
No of Cases Mediated by Zoom	39	1	3	6	3	53	2	6	73
No of Cases Mediated by Telephone Conference	0	0	1	0	0	5	0	0	6
No of Cases Mediated by Zoom/Email/Telephone	4	0	0	0	0	0	0	1	1
No of Cases Mediation by Shuttle Telephone	0	0	0	0	0	0	0	0	0
Face to Face at Clinic	0	0	1	0	0	0	0	0	1
Face to Face at Court	0	0	0	0	0	0	0	9	9
Unsuitable for Mediation	6	0	1	1	0	0	1	0	3
With Court Mediator	0	0	0	0	0	0	0	0	0
% of Cases from Referrals	67%	100%	63%	75%	0%	77%	33%	94%	77%
% of Cases that mediated	93%	100%	100%	100%	0%	102%	100%	94%	100%
% Settlement rate	67%	0%	60%	100%	0%	83%	0%	60%	76%
No response from either party	3	0	0	0	0	1	0	1	2
No response from Respondent	6	0	0	0	0	0	1	0	1
No response from Claimant	1	0	0	0	0	6	0	0	6
Claimant withdrew/declined	5	0	1	1	0	4	1	0	7
Respondent withdrew/decline	2	0	1	0	0	2	0	0	3
Used alt service	0	0	0	0	0	0	0	0	0
No of Mediations to be arranged	0	0	0	0	0	0	0	0	0
No of Mediations arranged but not yet taken place	0	0	0	0	0	0	0	0	0
No of intakes in progress	0	0	0	0	0	0	0	0	0
No of Party Action Required in progress	0	0	0	0	0	0	0	0	0

	South Strathclyde, Dumfries & Galloway						
<b>SIMPLE PROCEDURE REFERRALS FROM April 2024 - March 2025</b>	<b>Airdrie</b>	<b>Ayr</b>	<b>Dumfries</b>	<b>Hamilton</b>	<b>Lanark</b>	<b>Stranraer</b>	<b>South Strathclyde Total</b>
<b>No of Referrals</b>	21	26	29	27	10	8	<b>121</b>
No of Referrals that turned into cases	8	16	18	15	8	6	<b>71</b>
<b>No of Cases that Mediated</b>	<b>8</b>	<b>15</b>	<b>18</b>	<b>15</b>	<b>8</b>	<b>6</b>	<b>70</b>
No of Cases that Settled on the day	6	13	15	10	5	4	<b>53</b>
No of Cases that Settled after mediation	0	1	0	1	1	0	<b>3</b>
<b>Total Settled</b>	<b>6</b>	<b>14</b>	<b>15</b>	<b>11</b>	<b>6</b>	<b>4</b>	<b>56</b>
<b>No of Cases that did not settle</b>	2	1	3	4	2	2	<b>14</b>
No of Cases Partial Settlement	0	0	0	0	0	0	<b>0</b>
Mediation Case Paused for more information	0	0	0	0	0	0	<b>0</b>
No of Cases Settled without Mediation	1	1	0	2	0	0	<b>4</b>
No of Cases Mediated but pending outcome	0	0	0	0	0	0	<b>0</b>
<b>No of Cases Mediated by Zoom</b>	<b>7</b>	<b>15</b>	<b>15</b>	<b>13</b>	<b>7</b>	<b>6</b>	<b>63</b>
No of Cases Mediated by Telephone Conference	1	0	1	1	1	0	<b>4</b>
No of Cases Mediated by Zoom/Email/Telephone	0	0	0	1	0	0	<b>1</b>
No of Cases Mediation by Shuttle Telephone	0	0	0	0	0	0	<b>0</b>
Face to Face at Clinic	0	0	0	0	0	0	<b>0</b>
Face to Face at Court	0	0	0	0	0	0	<b>0</b>
Unsuitable for Mediation	6	1	5	0	0	2	<b>14</b>
With Court Mediator	0	0	0	0	0	0	<b>0</b>
% of Cases from Referrals	38%	62%	62%	56%	80%	75%	<b>59%</b>
% of Cases that mediated	100%	94%	100%	100%	100%	100%	<b>99%</b>
% Settlement rate	75%	93%	83%	73%	75%	67%	<b>80%</b>
No response from either party	2	1	0	1	0	0	<b>4</b>
No response from Respondent	3	1	3	5	0	0	<b>12</b>
No response from Claimant	1	0	0	1	1	0	<b>3</b>
Claimant withdrew/declined	0	4	1	1	1	0	<b>7</b>
Respondent withdrew/decline	0	1	2	2	0	0	<b>5</b>
Used alt service	0	0	0	0	0	0	<b>0</b>
No of Mediations to be arranged	0	0	0	0	0	0	<b>0</b>
No of Mediations arranged but not yet taken place	0	1	0	0	0	0	<b>1</b>
No of intakes in progress	0	0	0	0	0	0	<b>0</b>
No of Party Action Required in progress	0	0	0	0	0	0	<b>0</b>

	Tayside, Central and Fife								
<b>SIMPLE PROCEDURE REFERRALS FROM April 2024 - March 2025</b>	<b>Alloa</b>	<b>Dundee</b>	<b>Dunfermline</b>	<b>Falkirk</b>	<b>Forfar</b>	<b>Kirkcaldy</b>	<b>Perth</b>	<b>Stirling</b>	<b>Tayside, C&amp;F Total</b>
<b>No of Referrals</b>	3	11	8	11	2	10	6	5	<b>56</b>
No of Referrals that turned into cases	2	6	6	10	0	8	6	3	<b>41</b>
<b>No of Cases that Mediated</b>	<b>2</b>	<b>6</b>	<b>6</b>	<b>10</b>	<b>0</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>41</b>
No of Cases that Settled on the day	1	3	3	5	0	2	4	1	<b>19</b>
No of Cases that Settled after mediation	0	0	0	0	0	0	0	0	<b>0</b>
<b>Total Settled</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>2</b>	<b>4</b>	<b>1</b>	<b>19</b>
<b>No of Cases that did not settle</b>	<b>1</b>	<b>3</b>	<b>3</b>	<b>5</b>	<b>0</b>	<b>6</b>	<b>2</b>	<b>2</b>	<b>22</b>
No of Cases Partial Settlement	0	0	0	0	0	0	0	0	<b>0</b>
Mediation Case Paused for more information	0	0	0	0	0	0	0	0	<b>0</b>
No of Cases Settled without Mediation	0	2	0	0	0	0	0	0	<b>2</b>
No of Cases Mediated but pending outcome	0	0	0	0	0	0	0	0	<b>0</b>
<b>No of Cases Mediated by Zoom</b>	<b>2</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>0</b>	<b>8</b>	<b>6</b>	<b>3</b>	<b>34</b>
No of Cases Mediated by Telephone Conference	0	0	1	0	0	0	0	0	<b>1</b>
No of Cases Mediated by Zoom/Email/Telephone	0	0	0	0	0	0	0	0	<b>0</b>
No of Cases Mediation by Shuttle Telephone	0	0	0	0	0	0	0	0	<b>0</b>
Face to Face at Clinic	0	0	0	2	0	0	0	0	<b>2</b>
Face to Face at Court	0	0	0	4	0	0	0	0	<b>4</b>
Unsuitable for Mediation	0	0	0	0	0	1	0	1	<b>2</b>
With Court Mediator	0	0	0	0	0	0	0	0	<b>0</b>
% of Cases from Referrals	67%	55%	75%	91%	0%	80%	100%	60%	<b>73%</b>
% of Cases that mediated	100%	100%	100%	100%	0%	100%	100%	100%	<b>100%</b>
% Settlement rate	0%	50%	50%	50%	0%	25%	67%	33%	<b>46%</b>
No response from either party	0	0	0	0	0	0	0	0	<b>0</b>
No response from Respondent	0	2	1	0	2	0	0	0	<b>5</b>
No response from Claimant	0	0	1	0	0	1	0	0	<b>2</b>
Claimant withdrew/declined	0	0	0	1	0	0	0	1	<b>2</b>
Respondent withdrew/decline	1	1	0	0	0	0	0	0	<b>2</b>
Used alt service	0	0	0	0	0	0	0	0	<b>0</b>
No of Mediations to be arranged	0	0	0	0	0	0	0	0	<b>0</b>
No of Mediations arranged but not yet taken place	0	0	0	0	0	0	0	0	<b>0</b>
No of intakes in progress	0	0	0	0	0	0	0	0	<b>0</b>
No of Party Action Required in progress	0	0	0	0	0	0	0	0	<b>0</b>

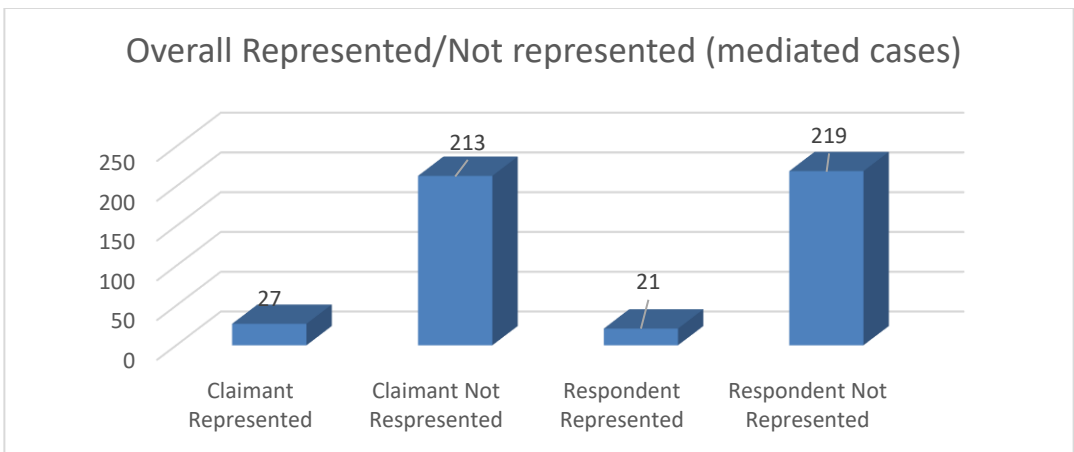
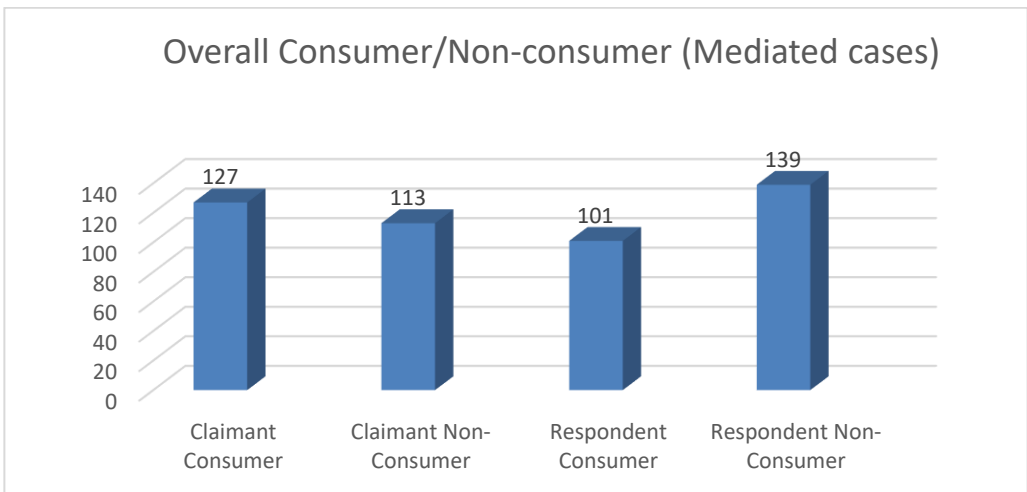
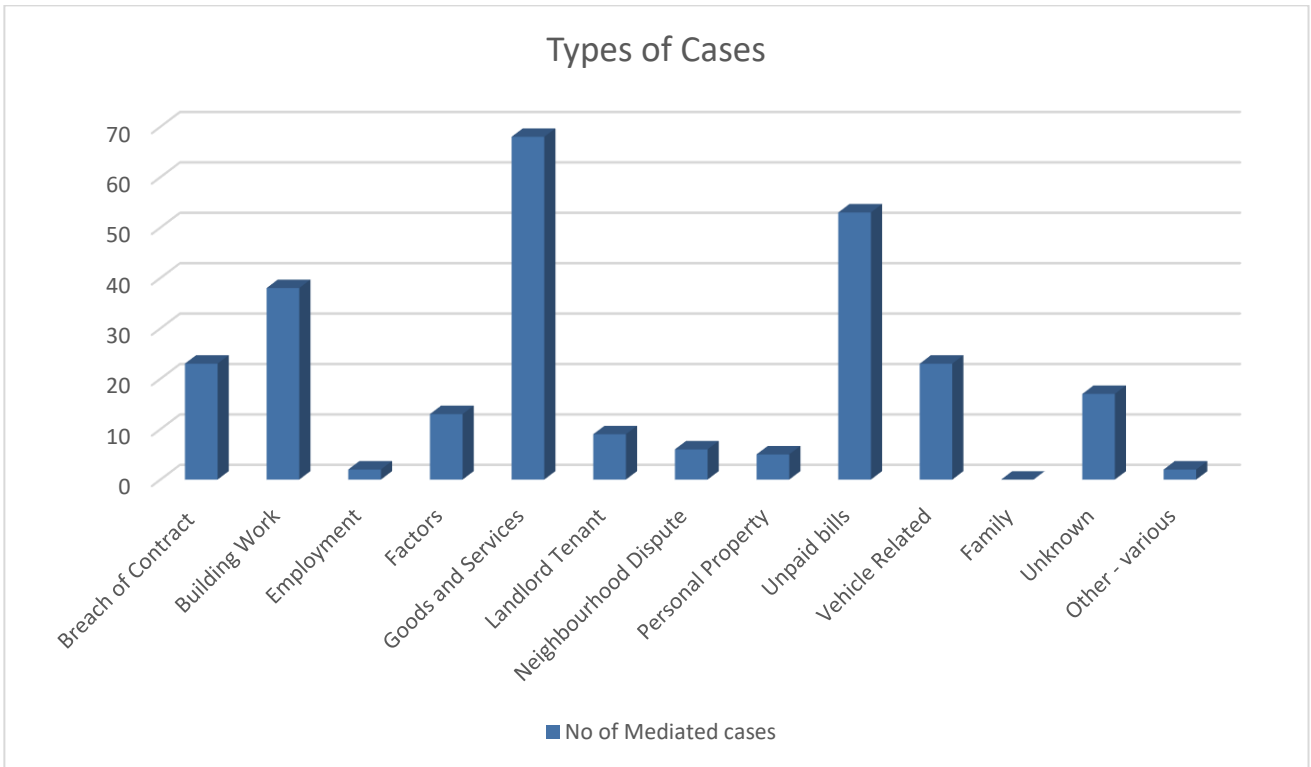
	Grampian, Highlands & Islands												
SIMPLE PROCEDURE REFERRALS FROM April 2024 - March 2025	Aberdeen	Banff	Elgin	Fort William	Inverness	Kirkwall	Lochmaddy	Peterhead	Portree	Stornoway	Tain	Wick	Grampian H&I Sub Total
No of Referrals	8	1	1	2	21	0	0	1	0	2	0	2	38
No of Referrals that turned into cases	7	1	1	1	13	0	0	1	0	0	0	1	25
No of Cases that Mediated	7	1	1	1	12	0	0	1	0	0	0	1	24
No of Cases that Settled on the day	7	1	0	1	7	0	0	1	0	0	0	1	18
No of Cases that Settled after mediation	0	0	0	0	0	0	0	0	0	0	0	0	0
Total Settled	7	1	0	1	7	0	0	1	0	0	0	1	18
No of Cases that did not settle	0	0	1	0	5	0	0	0	0	0	0	0	6
No of Cases Partial Settlement	0	0	0	0	0	0	0	0	0	0	0	0	0
Mediation Case Paused for more information	0	0	0	0	0	0	0	0	0	0	0	0	0
No of Cases Settled without Mediation	0	0	0	0	0	0	0	0	0	1	0	1	2
No of Cases Mediated but pending outcome	0	0	0	0	0	0	0	0	0	0	0	0	0
No of Cases Mediated by Zoom	6	1	1	1	11	0	0	1	0	0	0	1	22
No of Cases Mediated by Telephone Conference	0	0	0	0	0	0	0	0	0	0	0	0	0
No of Cases Mediated by Zoom/Email/Telephone	1	0	0	0	1	0	0	0	0	0	0	0	2
No of Cases Mediation by Shuttle Telephone	0	0	0	0	0	0	0	0	0	0	0	0	0
Face to Face at Clinic	0	0	0	0	0	0	0	0	0	0	0	0	0
Face to Face at Court	0	0	0	0	0	0	0	0	0	0	0	0	0
Unsuitable for Mediation	0	0	0	0	3	0	0	0	0	1	0	0	4
With Court Mediator	0	0	0	1	4	0	0	0	0	0	0	0	5
% of Cases from Referrals	88%	100%	100%	50%	62%	0%	0%	100%	0%	0%	0%	50%	66%
% of Cases that mediated	100%	100%	100%	100%	92%	0%	0%	100%	0%	0%	0%	100%	96%
% Settlement rate	100%	100%	0%	100%	171%	0%	0%	100%	0%	0%	0%	100%	75%
No response from either party	0	0	0	0	0	0	0	0	0	0	0	0	0
No response from Respondent	2	0	0	0	0	0	0	0	0	0	0	0	2
No response from Claimant	0	0	0	0	0	0	0	0	0	0	0	0	0
Claimant withdrew/declined	0	0	0	0	1	0	0	0	0	0	0	0	1
Respondent withdrew/decline	0	0	0	0	1	0	0	0	0	0	0	0	1
Used alt service	0	0	0	0	0	0	0	0	0	0	0	0	0
No of Mediations to be arranged	0	0	0	0	0	0	0	0	0	0	0	0	0
No of Mediations arranged - not yet taken place	0	0	0	0	0	0	0	0	0	0	0	0	0
No of intakes in progress	0	0	0	0	0	0	0	0	0	0	0	0	0
No of Party Action Required in progress	0	0	0	0	0	0	0	0	0	0	0	0	0

<b>SIMPLE PROCEDURE REFERRALS</b>	Overall Total for all Sheriffdoms 22-23	Overall Total for all Sheriffdoms 23-24	Overall Total for all Sheriffdoms 24-25
<b>No of Referrals</b>	303	331	401
No of Referrals that turned into cases	186	199	273
<b>No of Cases that Mediated</b>	173	175	268
No of Cases that Settled on the day	113	114	185
No of Cases that Settled after mediation	4	0	4
<b>Total Settled</b>	117	114	190
<b>No of Cases that did not settle</b>	55	50	78
No of Cases Partial Settlement	0	2	0
Mediation Case Paused for more information	0	5	1
No of Cases Settled without Mediation	19	8	14
No of Cases Mediated but pending outcome	1	3	0
<b>No of Cases Mediated by Zoom</b>	163	160	231
No of Cases Mediated by Telephone Conference	6	2	11
No of Cases Mediated by Zoom/Email/Telephone	2	2	8
No of Cases Mediation by Shuttle Telephone	0	0	0
Face to Face at Clinic	2	2	3
Face to face at Court	0	9	13
Unsuitable for Mediation	8	18	29
With Court Mediator	0	28	5
<b>% of Cases from Referrals</b>	61%	60%	68%
<b>% of Cases that mediated</b>	93%	88%	98%
<b>% Settlement rate</b>	68%	65%	71%
No of Cases - no response from either party	3	9	9
No of Cases that did not mediate - but contact from Claimant	26	23	26
No of Cases that did not mediate - but contact Respondent		7	12
No of Cases that did not mediate as claimant withdrew/declined	11	13	22
No of Case that did not mediate as respondent withdrew/decline	9	5	13
No of Cases that did not mediate used alt service	0	0	0
No of Mediations to be arranged	5	10	0
No of Mediations arranged but not yet taken place	8	17	1
No of intakes in progress	7	11	0
No of Party Action Required in progress	2	12	0



## Non-Simple Procedure Cases

Overall enquiries from April 2024 – March 2025	Law Clinic	CAB	Ordinary Action	Self	TOTAL	Type of Case	Nos
<b>No of Enquiries</b>	0	0	4	24	28	Unsuitable	3
No of Referrals that turned into cases	0	0	2	3		Landlord/Tenant	0
<b>No of Cases that Mediated</b>	0	0	2	3		Employment	0
No of Cases that Settled on the day	0	0	1	2		Pet	0
No of Cases that Settled after mediation	0	0	0	0		Family	0
<b>Total Settled</b>	0	0	1	1		Factor	0
<b>No of Cases that did not settle</b>	0	0	1	0		Goods & Services	1
No of Cases Partial Settlement	0	0	0	0		Vehicle-Related	3
Mediation Case Paused for more information	0	0	0	0		Building Work	2
No of Cases Settled without Mediation	0	0	0	0		Factors	2
No of Cases Mediated but pending outcome	0	0	0	0		Neighbourhood	2
<b>No of Cases Mediated by Zoom</b>	0	0	2	0		Personal Property	2
No of Cases Mediated by Telephone Conference	0	0	0	0		Unpaid Bills	1
No of Cases Mediated by Zoom/Email/Telephone	0	0	0	0		Unknown	9
No of Cases Mediation by Shuttle Telephone	0	0	0	0			
Face to Face at Clinic	0	0	0	0			28
Face to face at Court	0	0	0	0			
Unsuitable for Mediation	0	0	0	3			
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	11			
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	1			
No of Mediations to be arranged	0	0	0	0			
No of Mediations arranged but not yet taken place	0	0	0	0			
No of intakes in progress	0	0	0	0			
No of Party Action Required in progress	0	0	0	0			



Appendix 2: Financial Summary

To meet Scottish Government funding terms accounts are reconciled after 31 March each year. Any unclaimed funds cannot be carried over to the following grant year.

Please note final salary and mediator payments are not deducted until the following month.

Allocation for the Period April 2024 – March 2025 (12 months)

Scottish Government Funding (Main Project K900261)

Total Allocation at 01/04/2024: £117,174

The above amount has been divided into separate accounts as below.

//

15410K230639-101 Main Salaries - Balance 01/04/2024 £50,855

Less Salary Payments (May 2024 – April 2025) £45,959.91

Balance (Underspend) 30/04/2025 £ 4,895.09

//

15410K230639-102 Mediator Payments - Balance at 01/04/2024 £25,000.00

Less Mediator Payments (May 2023 – April 2024) £ 28,040.70

Balance (overspend met by HASS Faculty) 30/04/2025 - £ 3040.70

//

15410K230639-103 Service Delivery Administrator (allocation April 2023 – March 25)

Balance at 01/04/2024 £35,819.00

Less Salary Payments (May – Nov 2024)\* £16,615.93

Balance (underspend) 30/04/2025 £ 19,203.07

//

<b>15410K230639-104/47/502 Consumables/Promo Video</b>	<b><u>£5,500.00</u></b>
Less Promo Video/Staff Costs	£5,350
Less Travel	£ 88.23
<b>Balance (underspend) 30/04/2025</b>	<b><u>£61.77</u></b>

//

**Arab Mediation Centre (AMC) - K680130-101**

Balance at 01/04/2024	<b><u>£3,741.71</u></b>
<b>Balance at 31/03/2025</b>	<b><u>£3741.71</u></b>

//

**Mediation Clinic General Budget: 15410 GEN 1351 – 113** (this budget runs August to July each year)

<b>Balance at 01/08/2024</b>	<b><u>£5432.57</u></b>
Add income	£5390.00
Less expenditure	£4679.40
<b>Balance at 31/07/2025</b>	<b><u>£6143.57</u></b>

## **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.

<b>Objective</b>	<b>Descriptor</b>	<b>Context</b>
<b>Educate</b>	<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
<b>Collaborate</b>	<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>
<b>Strengthen</b>	<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>
<b>Develop</b>	<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: Membership

University Staff:	Dr Charlie Irvine	Director
	Pauline McKay	Co-ordinator
	Ryan Gray	UG Student Assistant

### Board Members: 2024-2025

Charlie Irvine	Director
Sneha Bonomally	Joint Chair
Tom Scade	Joint Chair
Daniel Donaldson	Secretary
James Claxton	
Cordelia Gayfer	
Lisl MacDonald	
Pauline McKay	Co-ordinator
Oyinkro Olobio	
Linn Phipps	
Bronwyn Sutton	
Abdul Zeeshan	

### Intake Workers 2024-25

Tharana Arun	UG student
Ben Cramer	Mediator
Jackie Dougall	Mediator and Postgraduate Student
Alison Duncan	UG student
Sana Javed	UG student
Bayann Mazhar	UG student
Gordon Murray	Mediator
Rosie McBrine	Mediator
Pauline McKay	Mediator and Mediation Clinic Co-ordinator
Andrew Reid	Mediator and Postgraduate Student
Raniya Sajid	UG student
Tom Scade	Mediator
Elise Schwarz	Mediator
Freya Sneddon	UG student
Patrick Scott	Mediator
Bronwyn Sutton	Mediator and Postgraduate Student

At time of publication, there are 79 mediators within the Clinic.

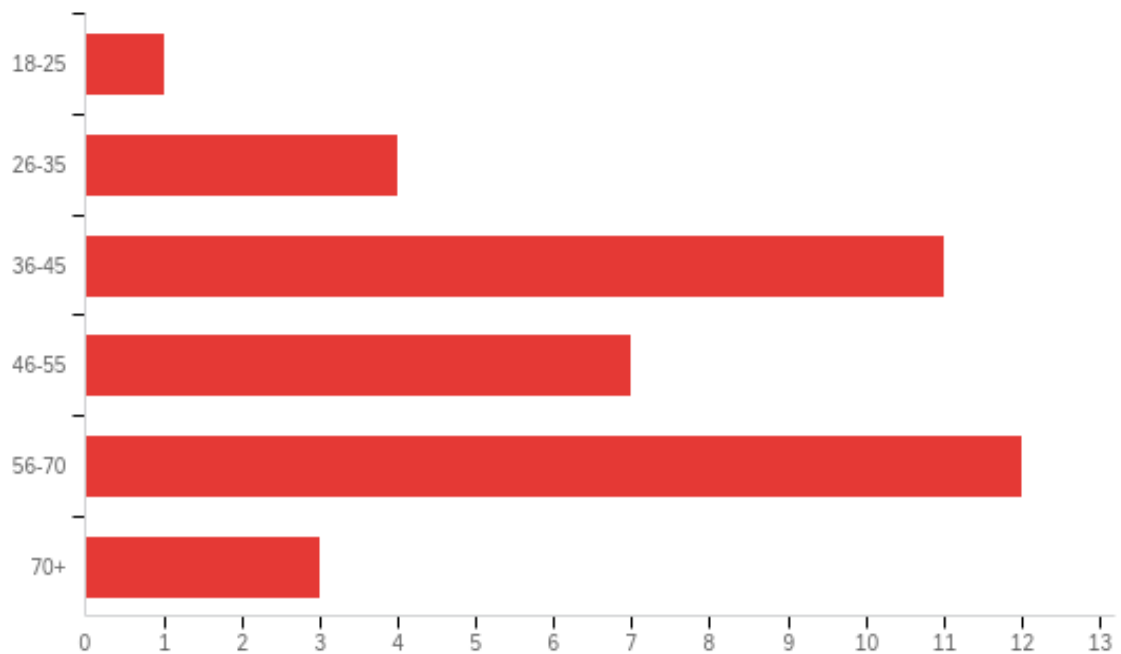
## Appendix 5:

**Due to a change in the questionnaire, there are 2 survey with feedback.**

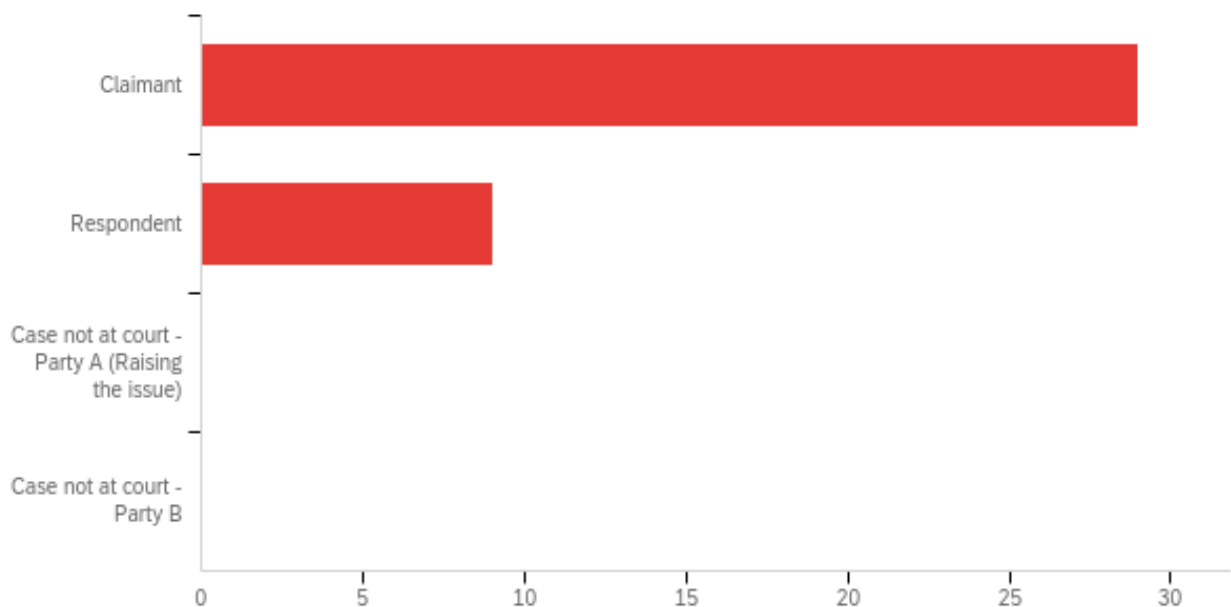
Mediation Clinic: Feedback – April- June 2024

39 Participants

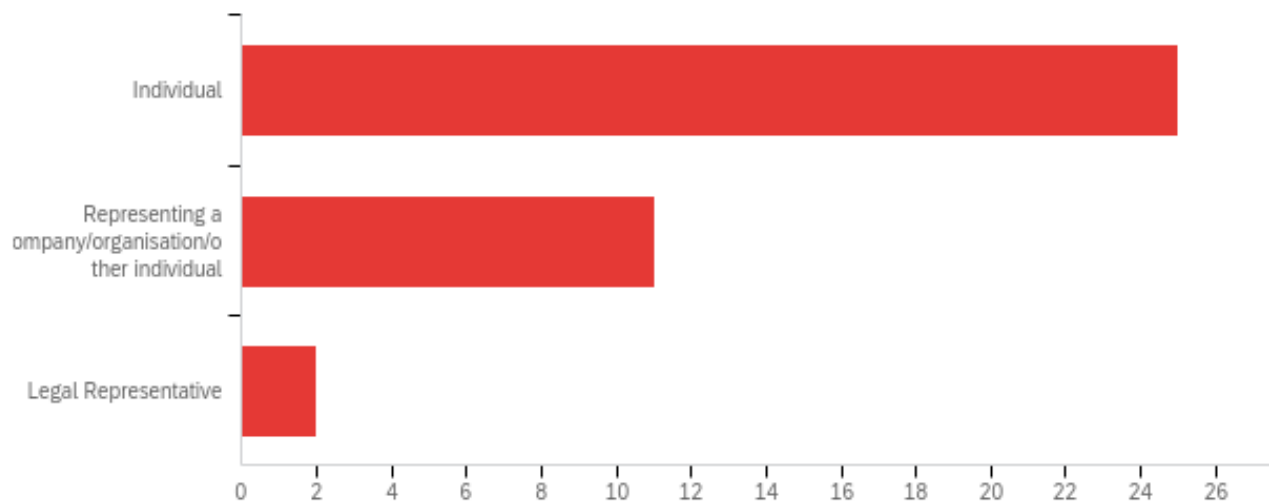
### Q1 - Age range



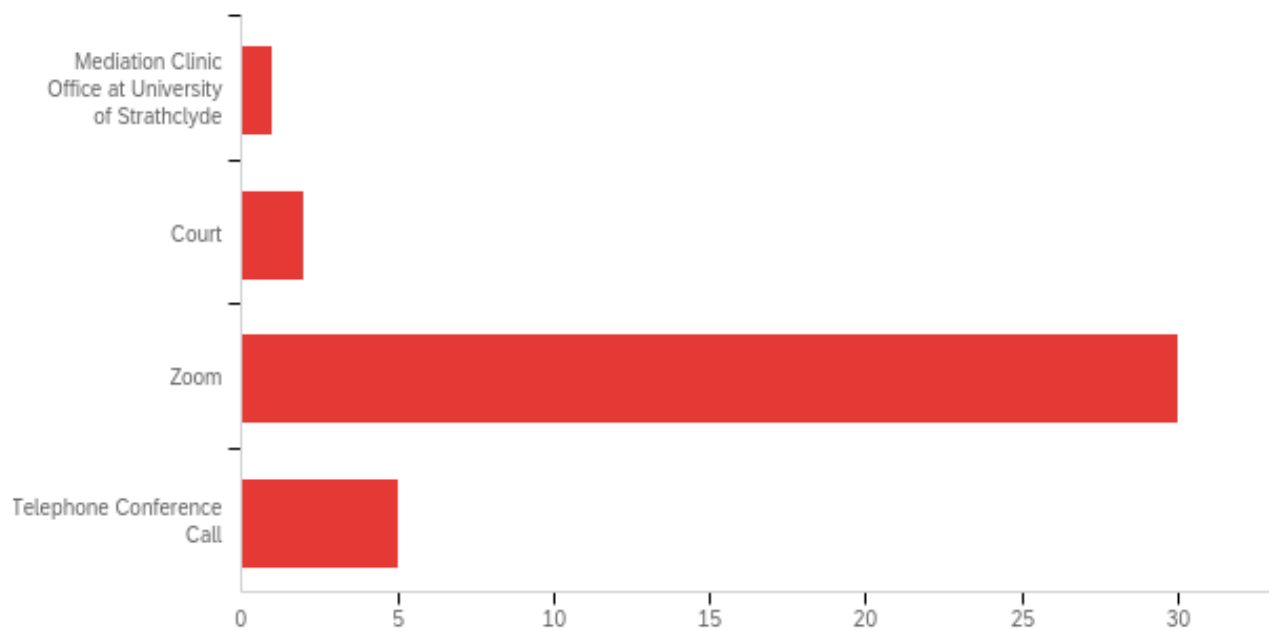
### Q2 - Were you the Claimant or the Respondent in this action?



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



### Q4 - Where did the mediation take place?



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

It's more convenient and economical procedure.
Zoom video meeting is fine.
No , i felt doing it via zoom saved me time
No
Very convenient and easy for the circumstance.
Preferred Zoom, no need to travel
No, Zoom worked well and was used to great effect by the Mediator.
It was a much easier experience doing it over Zoom rather than face to face. Much less stressful
Yes Because it is far too easy for the opposite party to lie, dissemble etc when not face to face. It should also be done under oath.
No preference.
No. Zoom is fine and easy to utilise
I would have been happy either way but Zoom is probably more convenient.
No
Given that the parties were living thousands of miles away, zoom was ideal
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 separate rooms when required.
No preference . Would have been happy either way.
Allowed me to log in to the session remotely around my working day.
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

---

No

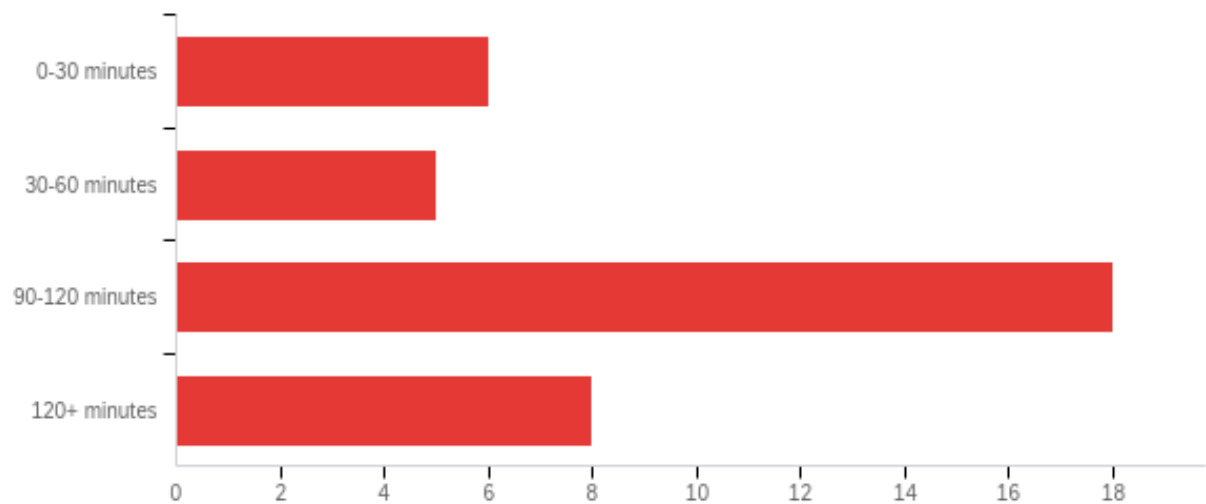
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Not specifically. The need not to travel was helpful.

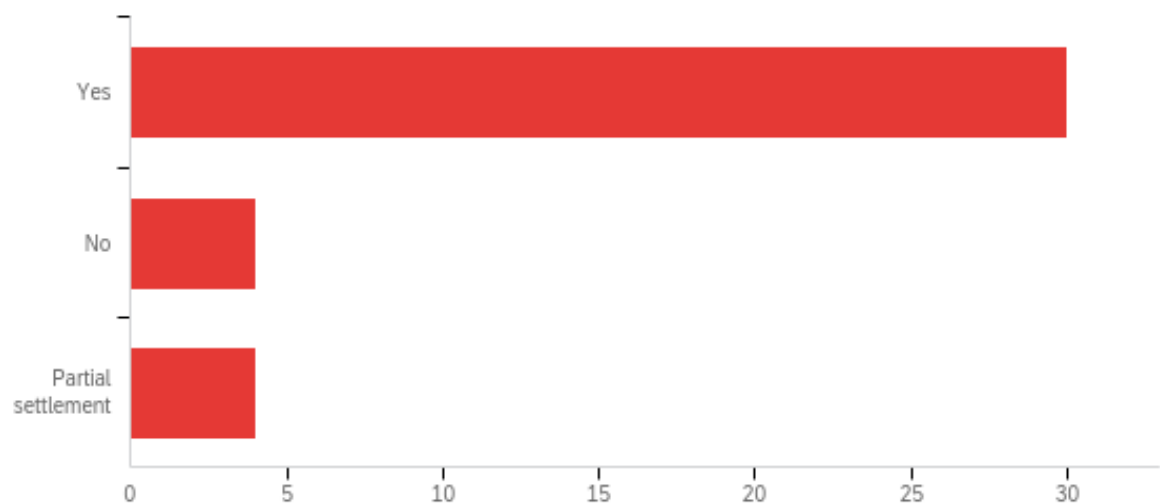
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No. Zoom is more convenient

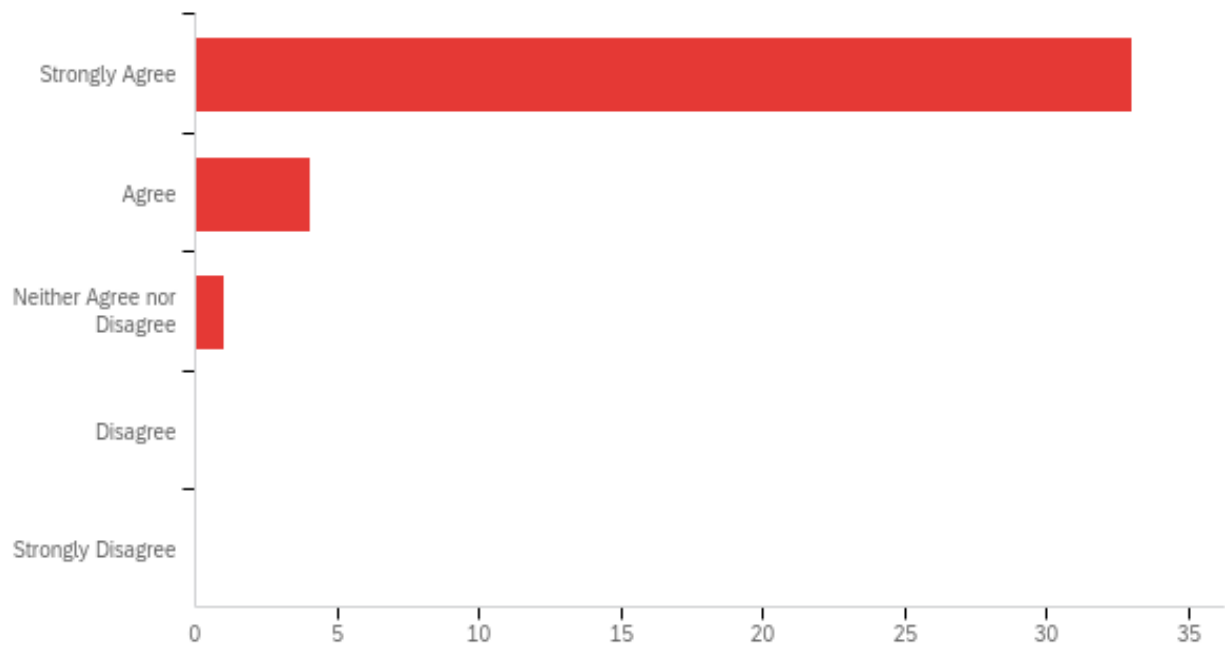
**Q6 - How long did the mediation last?**



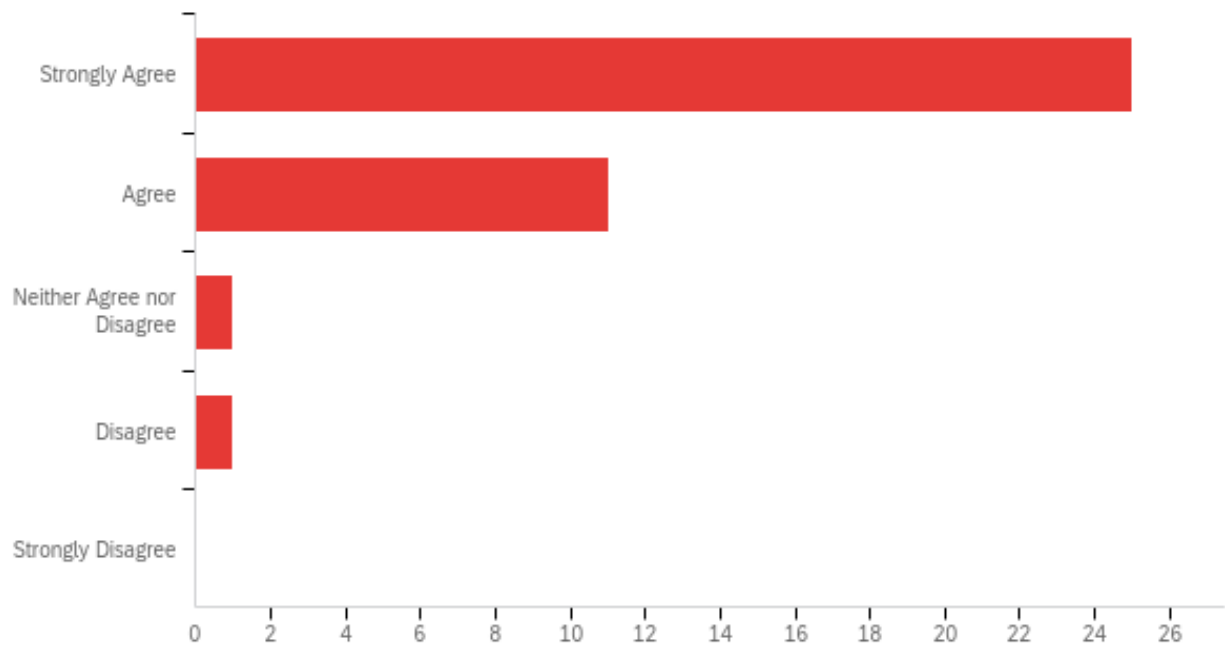
**Q7 - Did the mediation result in a settlement?**



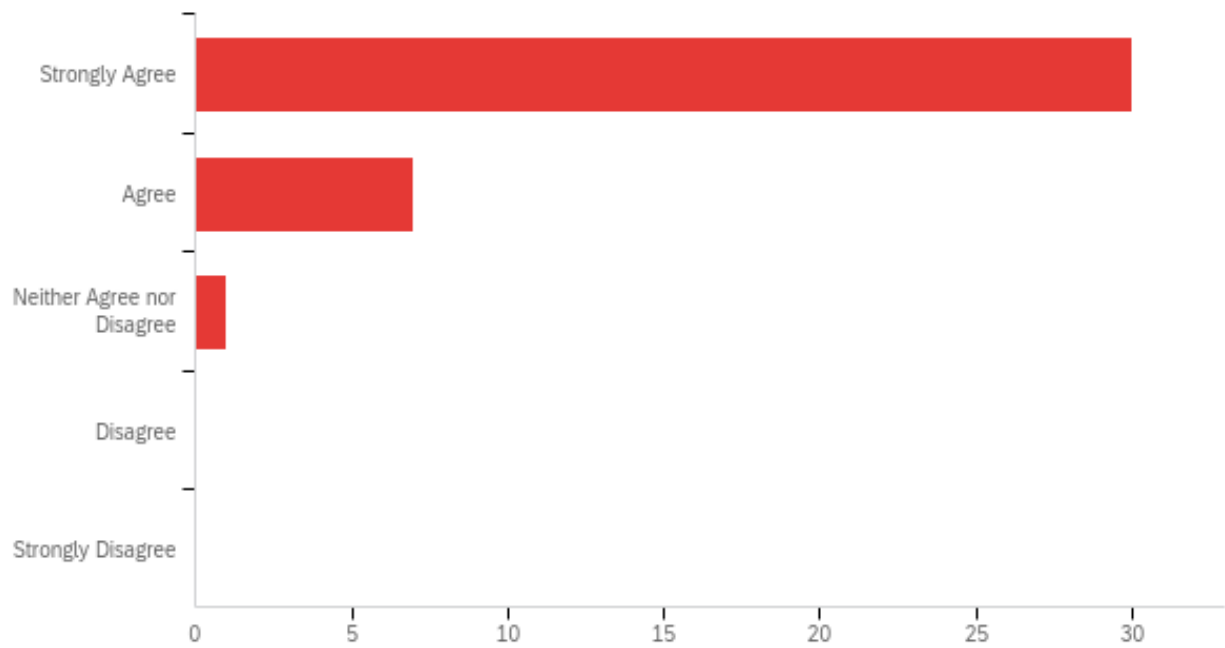
**Q8 - The mediators clearly explained what is involved in mediation.**



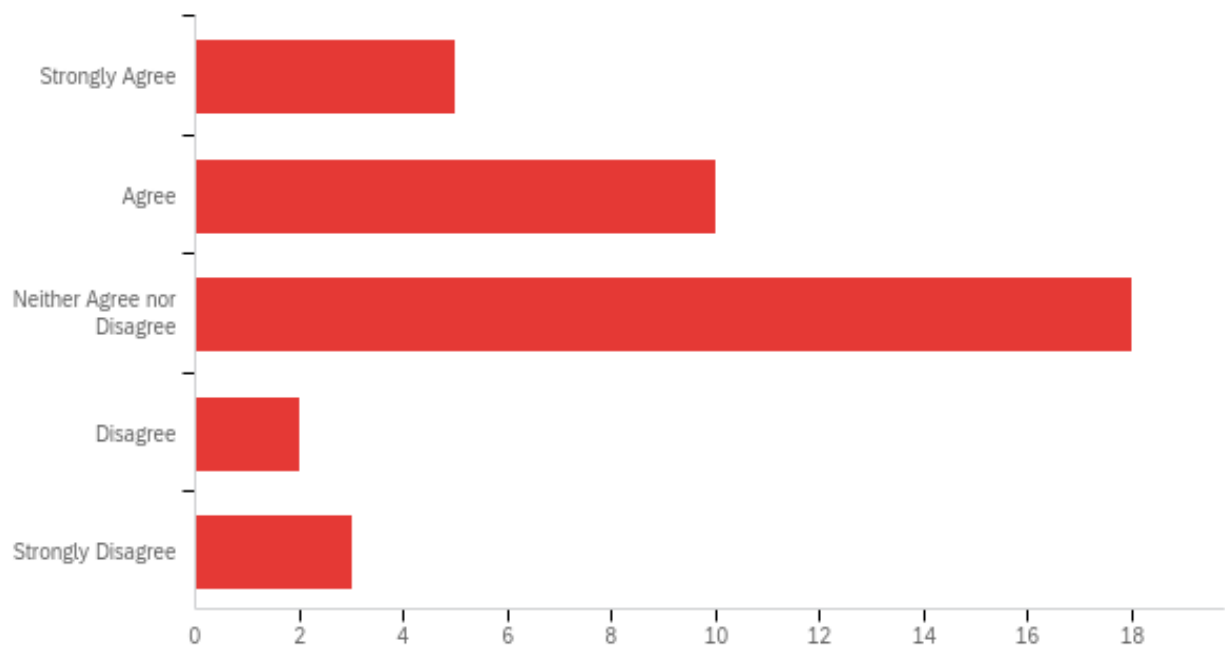
**Q9 - The mediator(s) understood the issues I had to resolve**



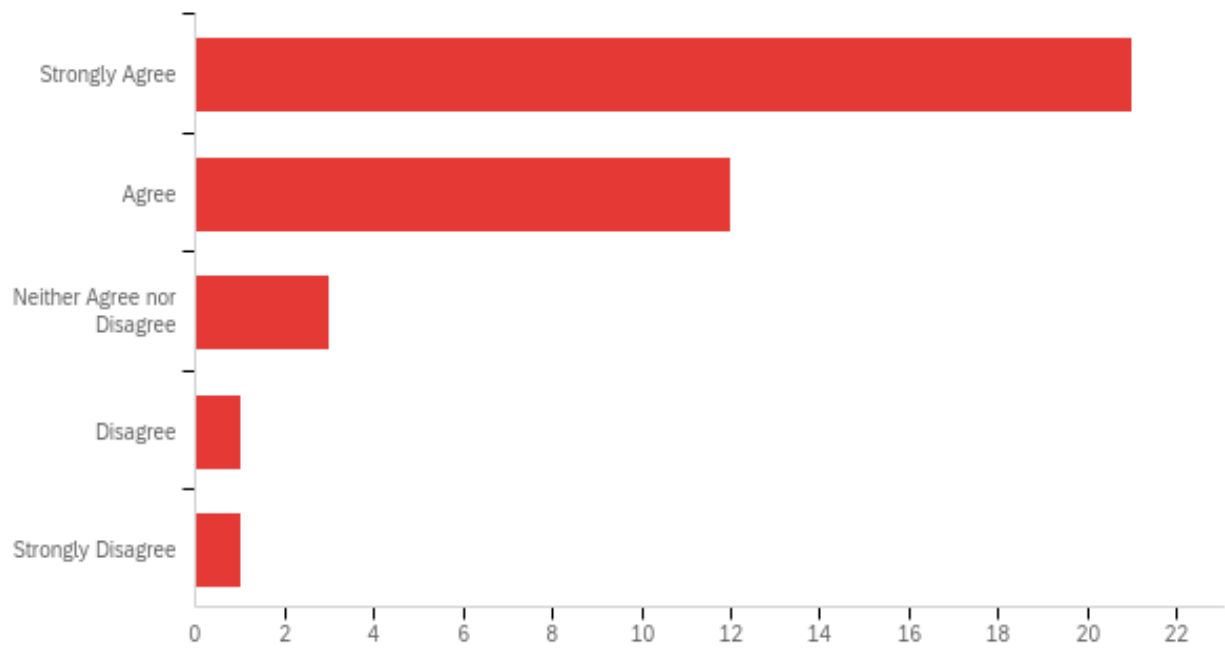
### Q10 - The mediator(s) were fair and impartial



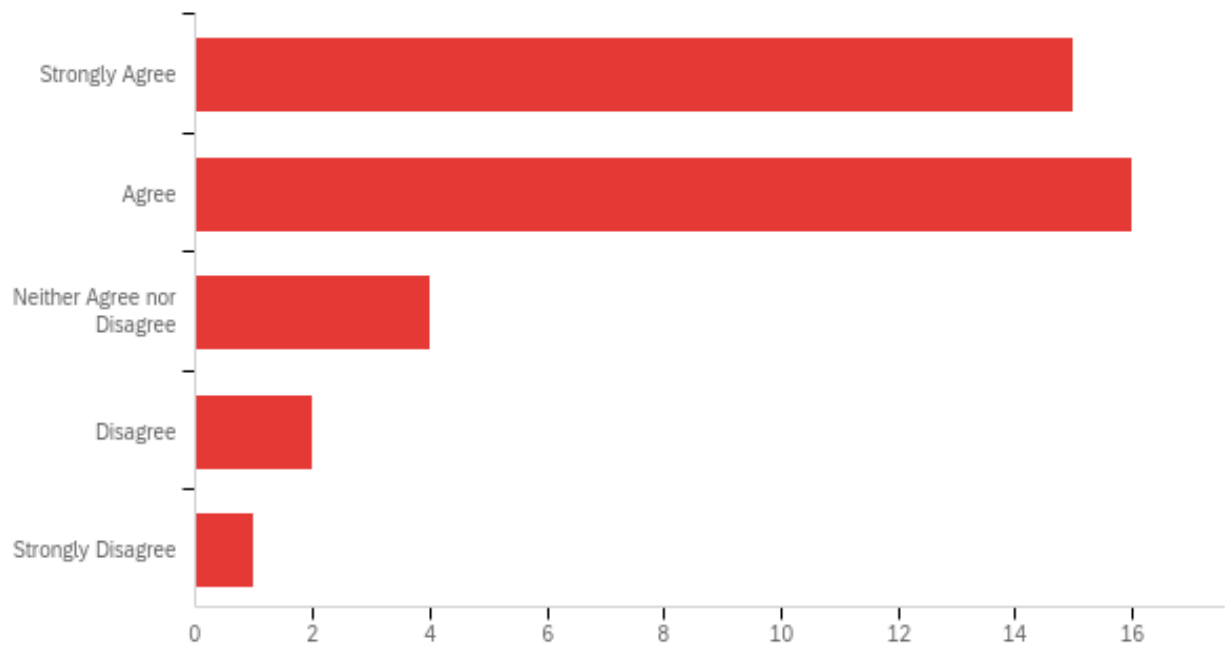
### Q11 - Mediation has improved relations with the other party to the dispute.



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

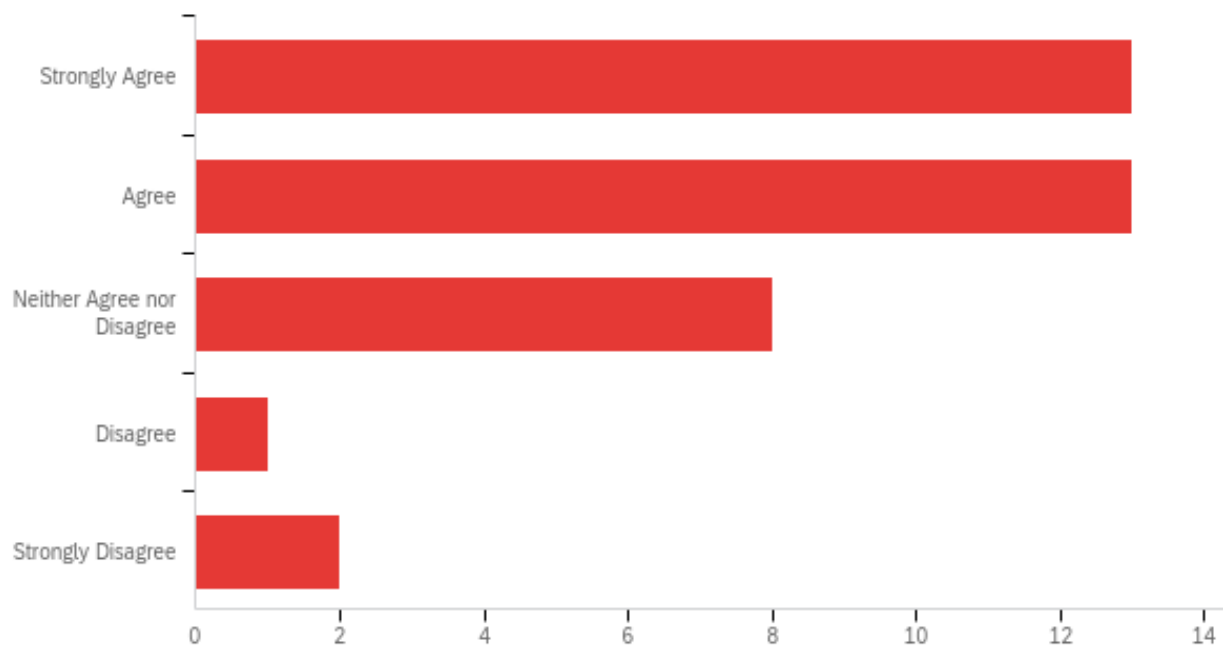


**Q13 - I/We were satisfied with the outcome reached in mediation.**





#### Q14 - The outcome reached in mediation was fair.



#### Q15 - What were you hoping the mediation would achieve?

What were you hoping the mediation would achieve?

Settlement

Win/win situation for both the parties

I thought it may have resolved the issue

The outcome we got.

Recognition that work was done, and a sum of money paid.

Recouping some of the costs we feel we were due and an acknowledgement/apology.

This was a person who was determined to get something for nothing. (That is not new) What is new is that that the pursuer can no longer expect a proper settlement of a debt. In my case the respondent had no reason other than cussedness not to pay. I would not be surprised if he had done this before to other traders.

Resolution

Payment by the Respondent of the amount claimed plus expenses

Reach a settlement and avoid proof

Agreement of settlement of outstanding debt

A complete resolution.

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 out standing 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.

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 [other party] that I was free to keep the door at no cost

Equitable settlement

Resolve my claim which was to get my money back

## Q16 - What did the mediation achieve?

Settlement

Win/win for both the parties

i have a clear understanding of the respondent

Settlement

Settled to be paid £400.

Resolution

A donation to charity in our name.

Partial settlement of the costs, but equally important to us, was the acknowledgement/apology.

Zilch

Settlement to the dispute

Payment of a lesser sum and no expenses

Reached a settlement and avoided proof

Agreement of payment plan in settlement of outstanding debt

partial resolution subject to legally agreement

The mediator created a calm non confrontational space which facilitated settlement. He also helped the other party understand the issue. It seems to me that it took legal action to get the other party to become fully aware of the details. And the mediator helped in that.

as above

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!

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 [trader]

Equitable Settlement

Managed to get my money back but because respondent couldn't be bothered attending

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

Mediators should have sound knowledge of particular law or act involved in the relevant case.

Mediators should specifically have the knowledge of particular 'rule or law' which was significant in this case.

None

The best way would be for the mediator to put forward a case for a suggested settlement to the sheriff or other totally impartial legal entity to resolve the issue. As it is I did not accept the mediation but was informed that the sheriff could not be arsed to consider amounts less than £5K. That is an abrogation of his duty. It brings the whole process of law into disrepute and allows those who do not understand trust to renege. The whole system is built on trust and that has not been properly dealt with in this case.

none

I felt the mediators managed the meeting extremely well, being clear and impartial throughout the process. A demonstration of an understanding of some key points of contention before the pre mediation meeting would have built confidence.

Not improvements but could be a lot earlier in any disputes.

If only all life's difficulties could be cleared up so well.

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

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.

No suggestions

Patrick did a fabulous job, His technique worked in cutting out the nonsense. greatly appreciated!

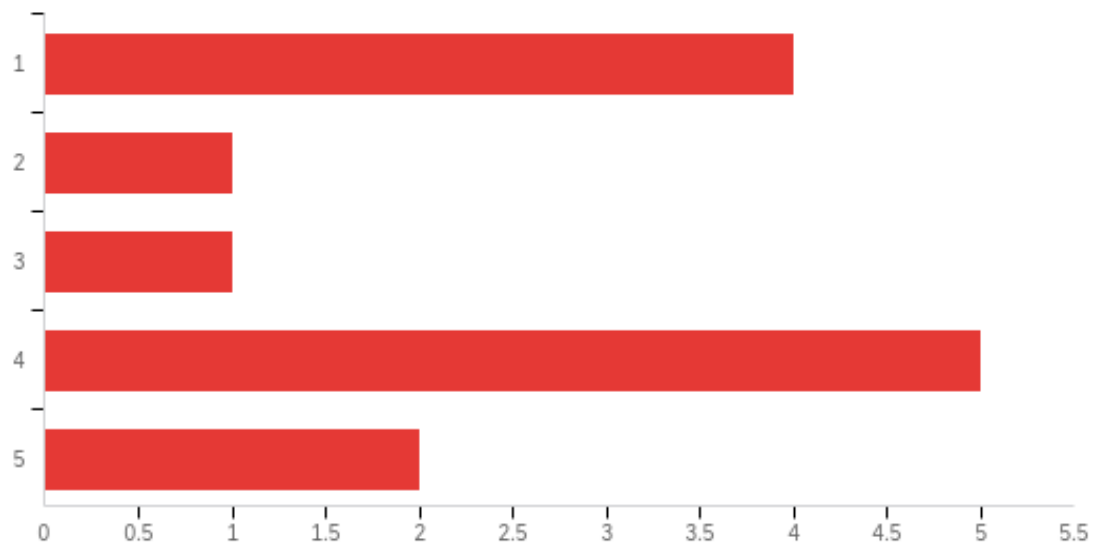
A pre-mediation session to explain the background to the case

None

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

all good

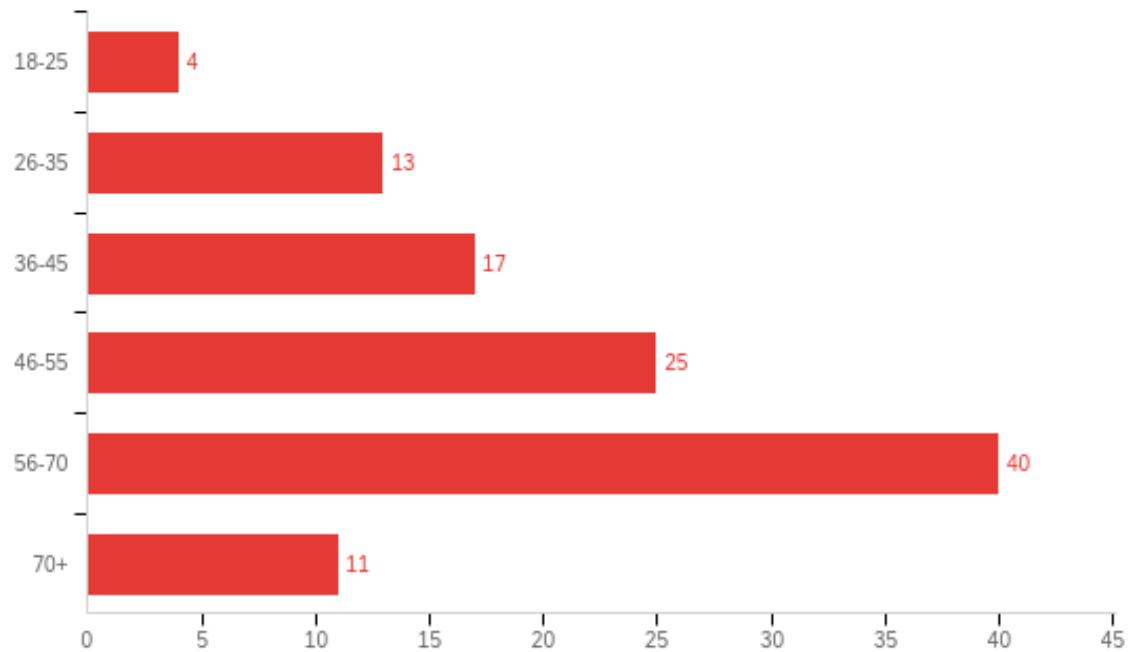
**Q19 - We are interested in the impact of mediation on your stress and anxiety levels regarding the dispute. On a scale of 1-5, with 1 being minimum impact and 5 being maximum impact, please rate your stress levels now.**



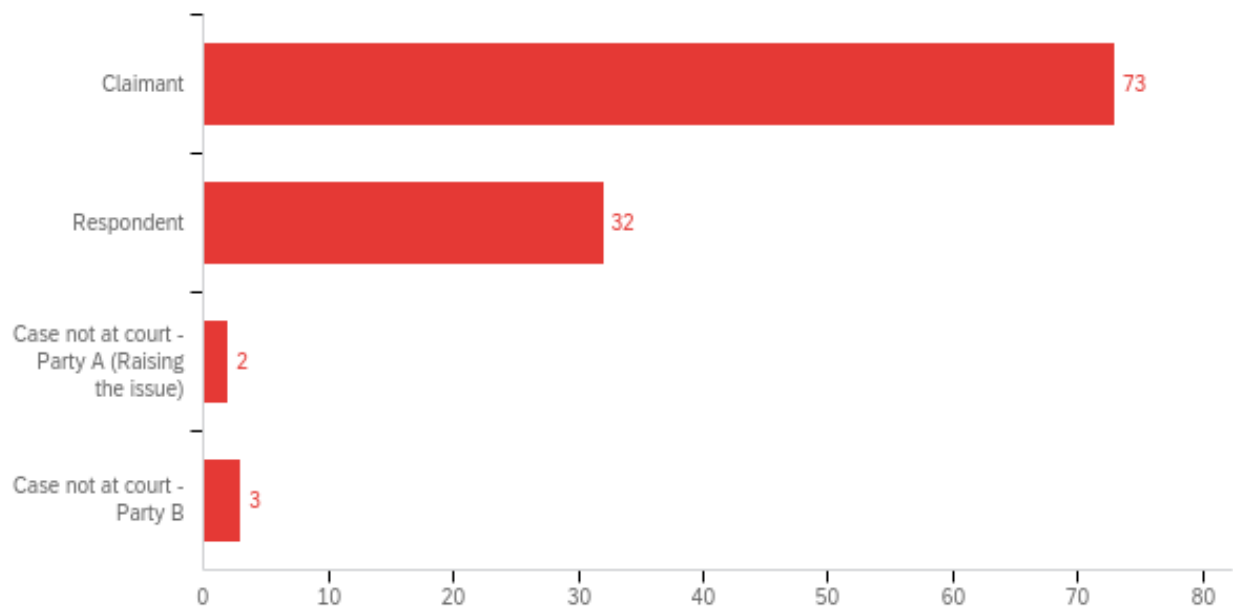
## Mediation Clinic Feedback Report: July 24 – March 25 (please note this form was amended in July 2024)

111 responses

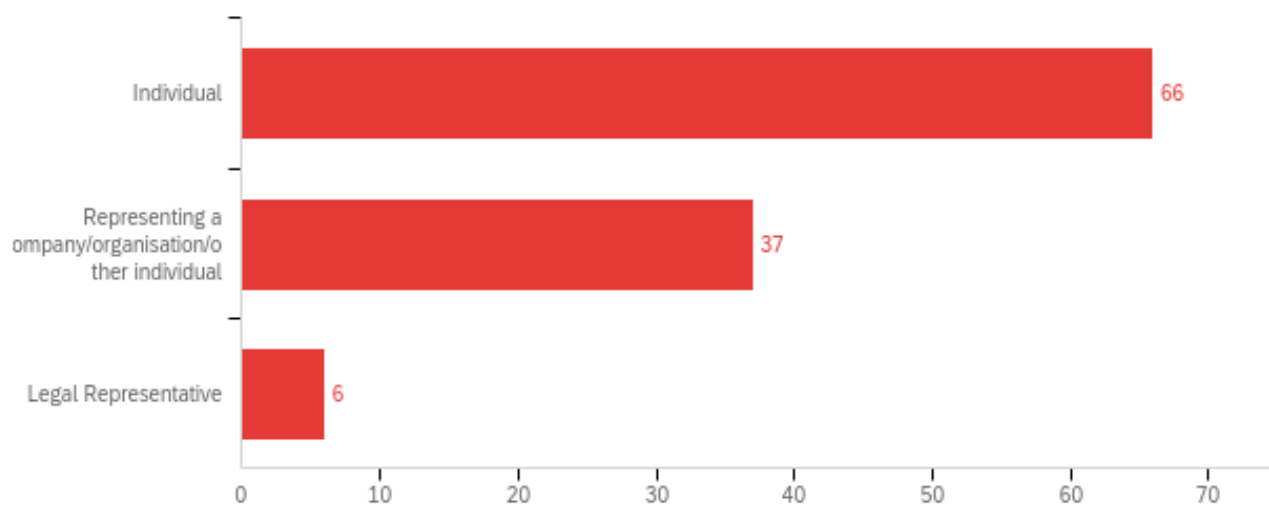
### Q1 - Age range



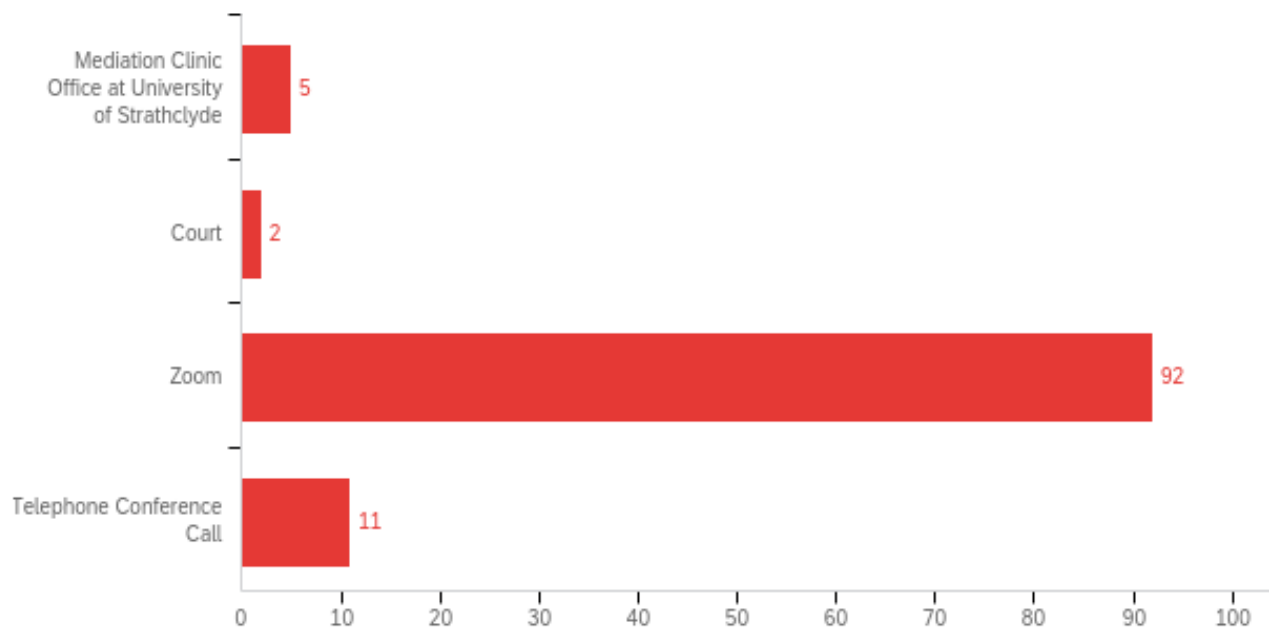
### Q2 - Were you the Claimant or the Respondent in this action?



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



### Q4 - Where did the mediation take place?



**Q5 - 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 because it was more relaxing to do this at home and it was as good as a face to face but without the extra nerves a face to face would have been

yes as my claim has taken 15 months for any response from the other party I wanted to face them

No zoom was fine

Zoom is a great option, saves time and cost

Respondent was in Qatar and I live out in the country. Zoom was appropriate

No, it would have felt too intimidating to have been in a room with the respondent

The zoom session was OK for me

No (x 18)

Like the fact you were able to be put in a room and have a fair say

Zoom was better as there is no travel.

Yes. Maybe claimant would have told fewer lies then.

Theres a lot of waiting around, zoom call allowed me to continue working whilst waiting.

this is how it was arranged by mediation

the mediation suited the parties involved due to geographical locations

Zoom was convenient

We would have been happy to do either in person or online.

No Zoom is ideal for convenience allows me to return to work quickly and take my child to school beforehand.

Face to face

Much easier no travel

Zoom is more time effective for my busy schedule.

I felt our zoom meditation was fine and did not require face to face

NO ZOOM IS EFFECTIVE FOR BREAK OUT ROOMS

Ease of use and less travel

No, zoom would be my preferred option to save time and travelling

practicable

I would have preferred face-to-face because I think it would have been more effective

Would have been happy with either

No. Zoom at this stage made more sense than travelling from base in London to Glasgow

No. I was able to carry out the mediation from home as I am a carer for my wife.



No. Did not want to be in the same room as that man
Ease and convenience of not having to travel
No - claimant had been abusive previously
Yes. I don't particularly like teams / zoom meetings and have always preferred face to face meetings. This has nothing to do with mediation just my personal preference. However, over zoom, in my opinion it allowed the claimant to hide behind the camera when we were discussing actual facts of this particular case.
no choice
No as it was quicker to do over zoom, no travel etc.
No, based in a location far from court, zoom provides easier access
No, more convenient on Zoom and meant that we were not in the same room as the claimants.
Not on this occasion as allowed us some distance from the other party. However face to face may be useful in other situations.
Just find talking to people in person easier Zoom was just another stress on top of an already stressful situation
More relaxed in my own home environment
Preferred zoom in my own home as more relaxed
At first I thought I would because I get flustered sometimes but I felt safe if that makes sense and it saved unnecessary travel stress and expense
No preference
No it was less stressful and intimidating
It was lot easier to have private conversations with the mediators over zoom, without having to get up and leave the room. Also, travelling was impractical.
Yes, zoom keep all parties in a safe environment and isolation in breakout rooms useful if required
Preferred zoom, it was ideal, didn't have to worry about leaving my house
Yes
No- easier to manage my day without having to travel for a face to face mediation
The session was accessible because it was on Zoom
I believe a Zoom meeting was the best option in this instance given the lengthy discussion that took place
I found the zoom meeting a good platform to discuss such matters
No, as we are based in Leicester and is long way to travel for the mediations
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 that would have been very challenging due to the nature of claimant's previous behaviors
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.
Zoom meeting good for me as less time taken up without travel. Also like the separate rooms when required.

I simply prefer face to face, however, the process went smoothly over Zoom.

Not specifically the need not to travel was helpful.

No, convenience.

Face to face was preferred as I feel it is more comfortable to resolve matters.

Was face to face.

We did have face to face and I am glad we did. 4:5 hours on a zoom call would have been horrendous.

No, I am accustomed to meetings online.

The conference call worked fine for us.

Mediation over telephone works efficiently for stage of case.

Face to face mediation would been preferable. It would have been easier to take notes and ask questions.  
No distraction from conversation

No, the respondent was very aggressive.

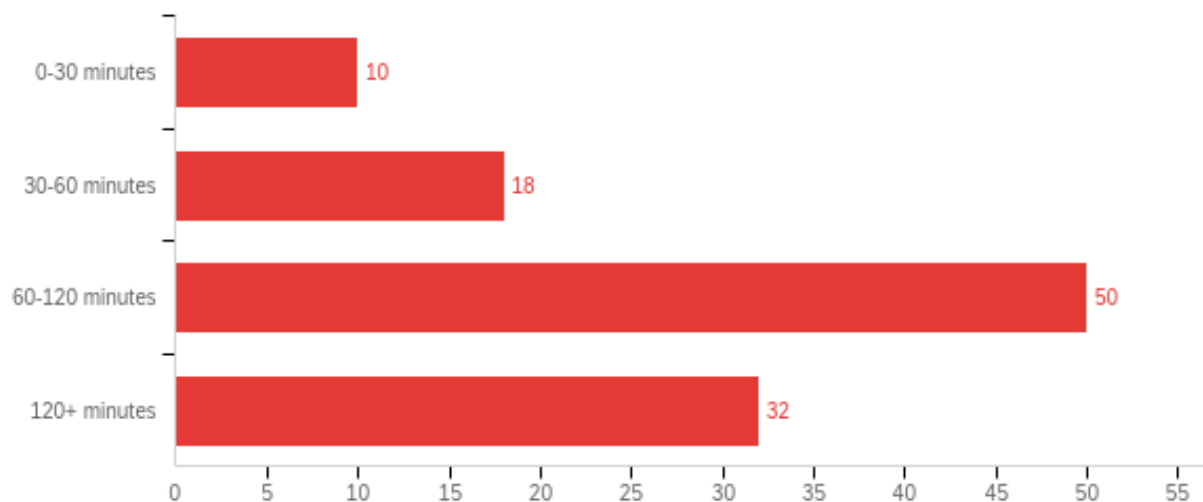
Zoom worked perfectly.

Allowed to log on remotely around working day.

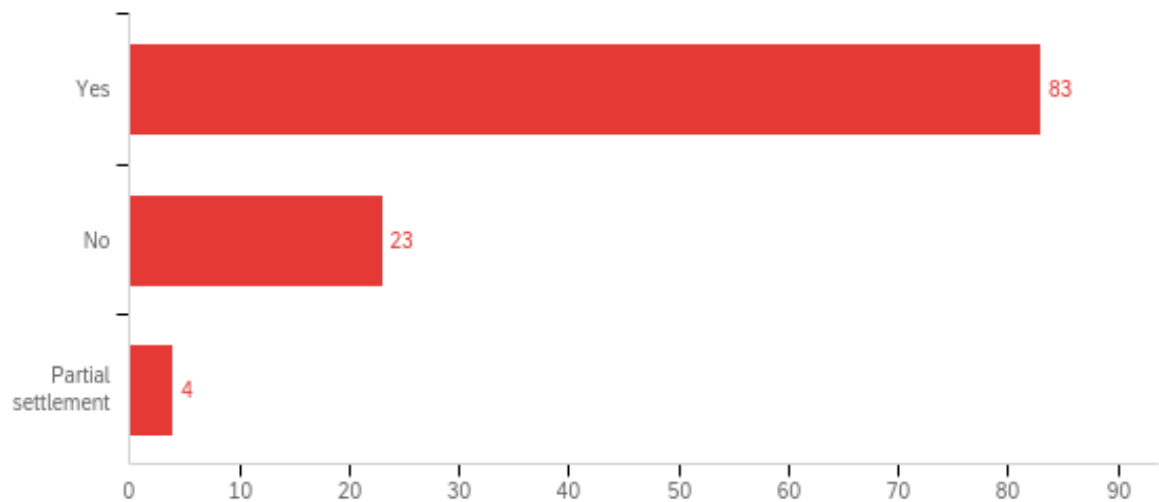
No preference would be happy either way.

over zoom was much more convenient

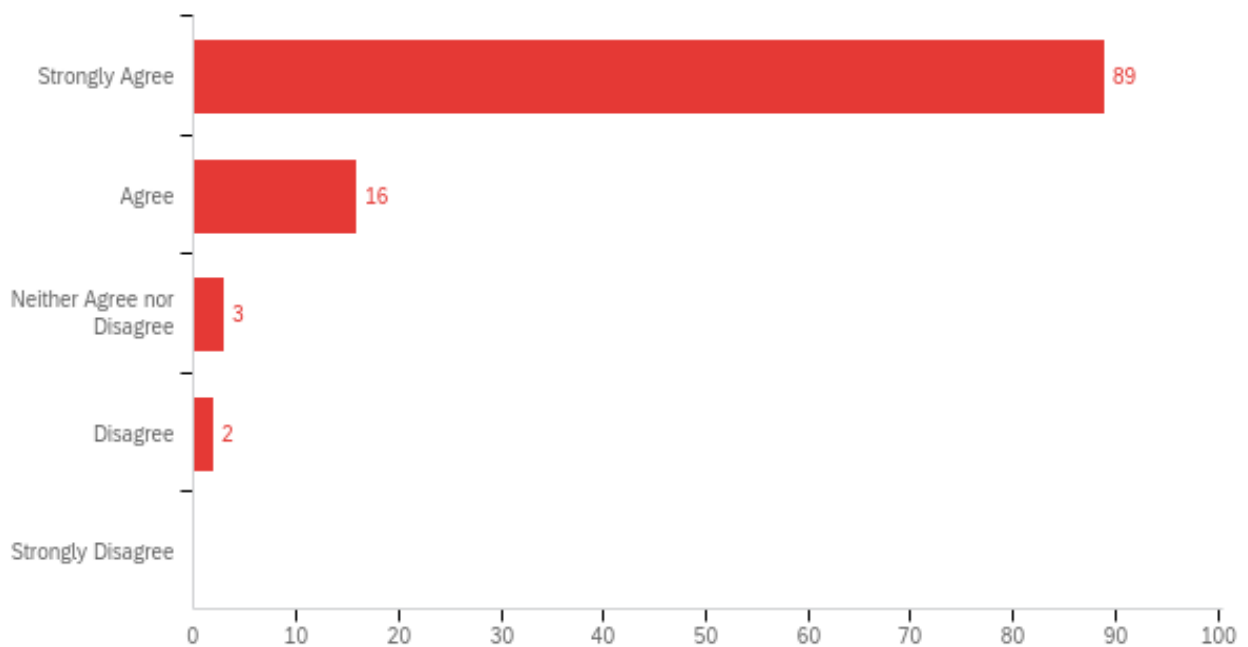
## Q6 - How long did the mediation last?



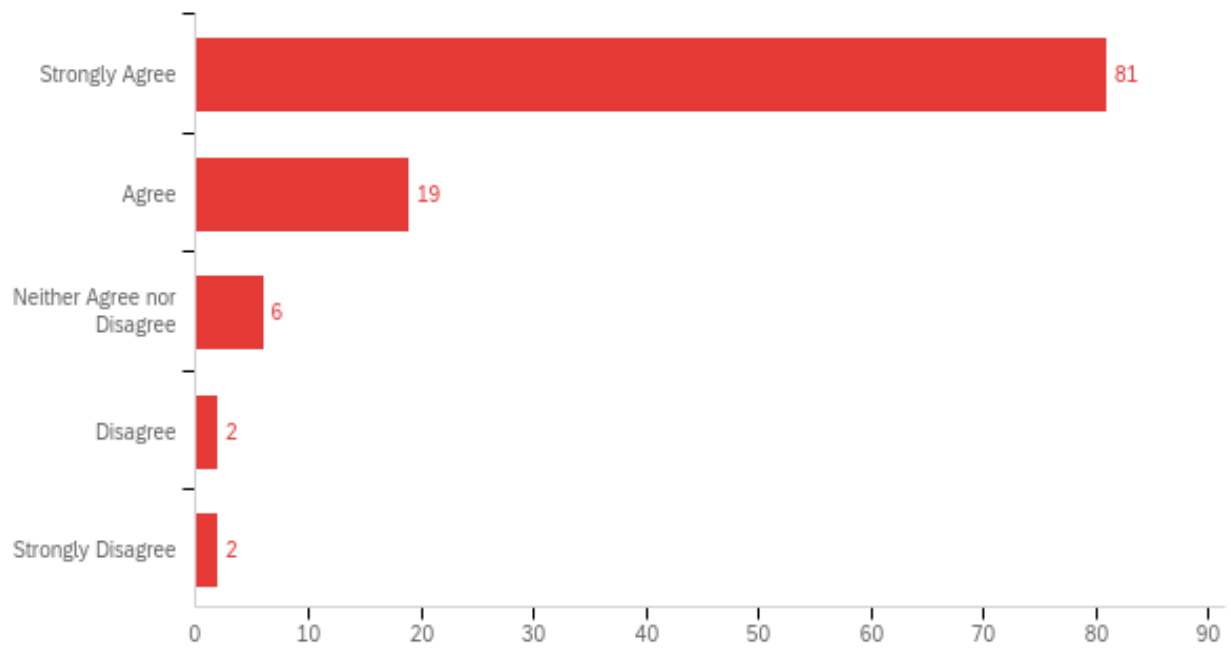
### Q7 - Did the mediation result in a settlement?



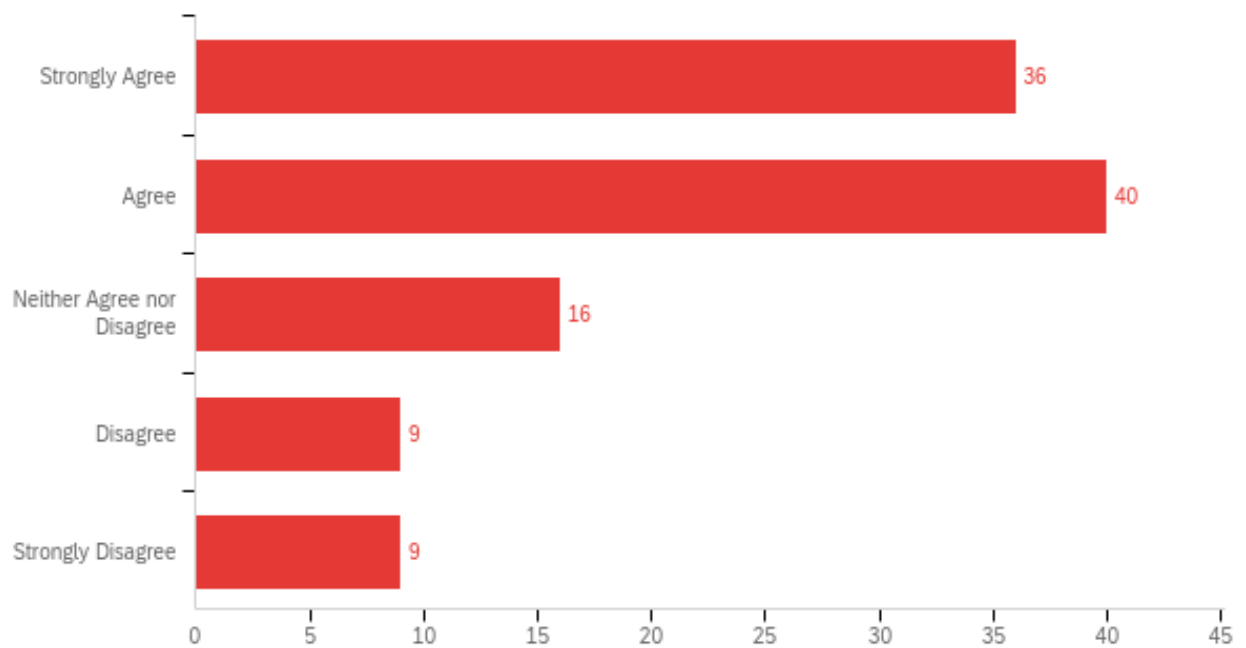
### Q8 - The mediators clearly explained what is involved in mediation.



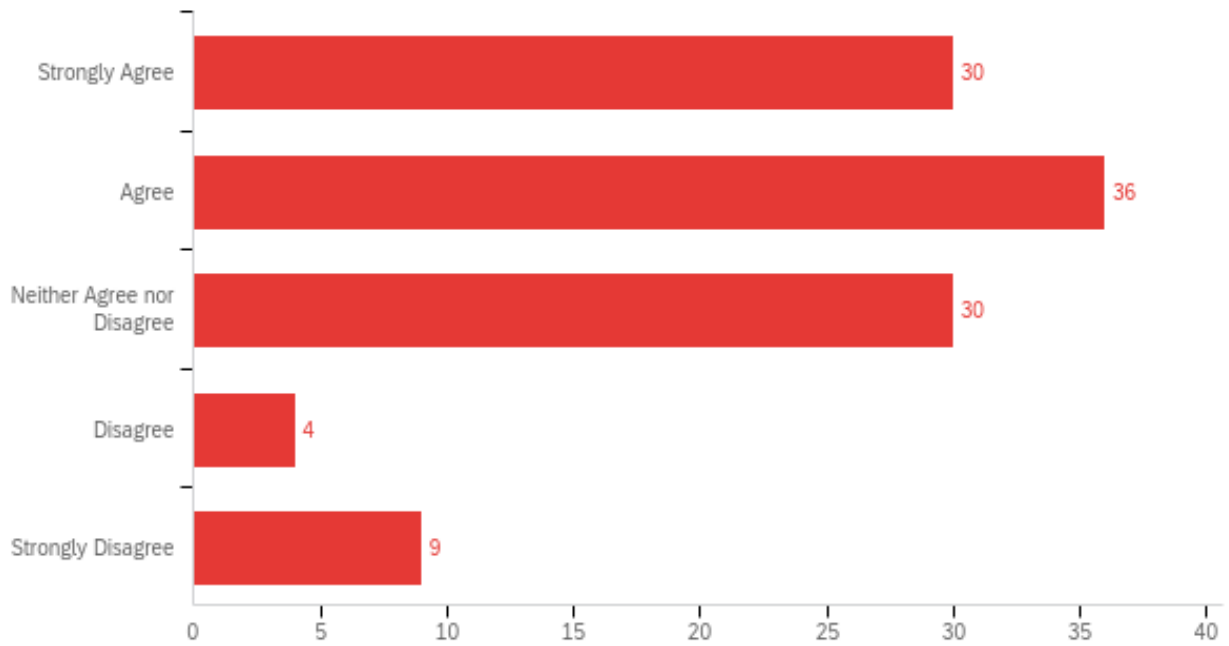
### Q9 - The mediator(s) were fair and impartial



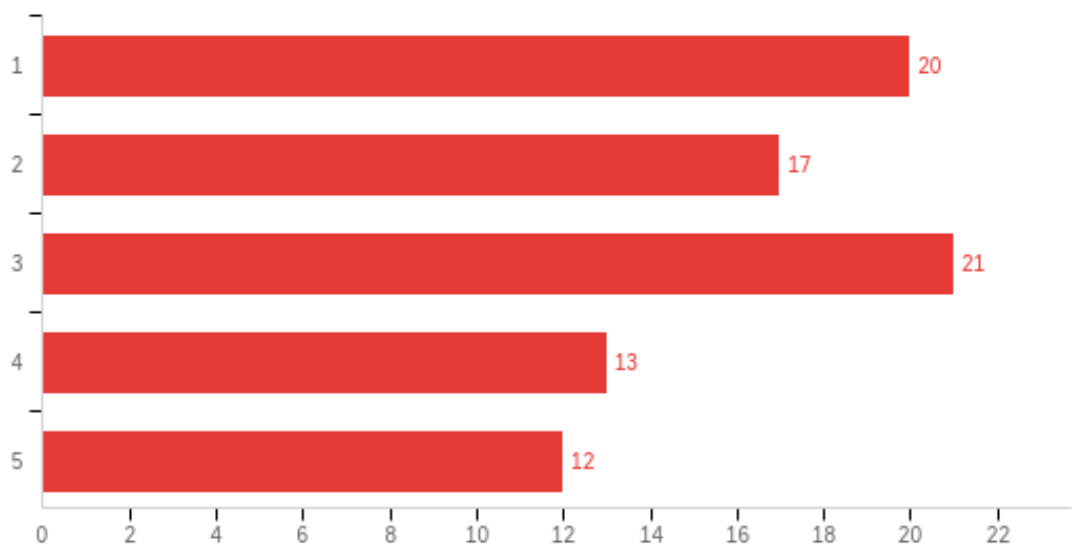
### Q10 - I/We were satisfied with the outcome reached in mediation.



**Q11 - The outcome reached in mediation was fair.**



**Q12 - 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.**



**Q13 - Do you have any comments or suggestions about the service you received or how this could be improved?**

waste of time due to the other parties aggression and bad attitude
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
not really
No (x 11)
excellent mediator
Yes the mediation was very good on our behalf we were treated with respect and giving sound advice from mediation member it was just a shame the other company couldn't live up to their promise thank you
We felt the process was helpful. Mediator was great.
Was guided well from start to finish, well worth doing and saved a lot more stress
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...
The service was very good
The process was easy and well planned
The mediators were lovely and
The mediation did not consider the background to the dispute and the respondent came out with a far better solution for them. This is the first time I have used this service and would not use it again. It was far weighted in the respondents favour
The lady that done our mediation was very good at her job.
Thank you to both Patrick and Rosie who were both supportive of both parties and helped us come to a resolution
Service was good, all info and support provided. Unfortunately in our case we did not come to agreement. But otherwise happy with the service
Service was excellent and couldn't have asked for more from the mediator
Really helpful thank you
Patrick was really good but it felt we were pushed in to accepting a settlement even though the respondents statement to court was full of holes It leaves a bad feeling having to accept we were not paid in full for the work we carried out in good faith
Patrick did a fabulous job. His technique worked in cutting out the nonsense.
None
None
No. Communication via the mediator and university from day 1 was excellent.
No, very well conducted.

No, it was fantastic.

No, all fine

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.

No suggestions just praise for the mediators who explained all fully , gave us time each to talk, mediated between us so professionally just fantastic idea to do this through mediation as we had never heard of it before, the court suggested it. 5\* for the mediators

No it was made simple for us by all the staff involved

No everything was great

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.

Mr patrick was very kind and patient

More impartial. Even judge was on claimants side.

Mediators slightly overstepped in their role. They were suggesting offers that thought I/my client should make

Listen to all parties

I'm a very nervous person and I cannot praise the mediators enough for how they came across and keeping my nerves calmed

I was not listened to. The mediator did not understand about building works

I thought the mediation service was easy and straightforward. Made especially easy by the professionalism of the mediators. Very positive feedback.

I think suggesting introductions are times for both parties would help clarity

I felt it was useful to prepare for court.

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

From the bottom of my heart I want to thank the mediators who took the time and listened to my situation. I had never had to meditate before and although I was hopeful I was realistic that this may end up in court. However, thankfully this nightmare I have been living has now been resolved. Thanks to this mediation session.

Felt it was the best way to go with my case

Extremely helpful, and much appreciated

Eunice and Cordelia were both brilliant mediators and we wouldn't have got this result without them.

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.

Advised how long each person can take to introduce their point. Should return immediately to court process

A way to send a message to the mediators while they were talking to the other party