We can help you to resolve conflict

Catch22 Mediation Service
About Catch22

A forward-looking social business, Catch22 has more than 200 years' experience of providing public services that help people turn their lives around.

Our programmes help those we work with to steer clear of crime or substance misuse, do the best they can in school or college and develop skills for work, live independently on leaving care or custody, gain new skills and confidence as parents and play a full part in their community.

Our goal is to deliver social benefit by turning chaotic lives around.

Catch22 Mediation Service

Catch22 Mediation Service has been in existence since 2004. Our mediators are professionally trained and experienced. We are solution focused in our approach.

What types of mediation do we offer?

- Community mediation
- Family mediation
- Mediation for young people at risk of homelessness
- Mediation within schools
- Restorative Justice Conferencing.

We also offer a family group conferencing service.

We deliver accredited training in the following courses:

- OCN Level 2 Understanding the Restorative Justice Process
- OCN Level 2 Community Mediation with a Restorative Approach.
**What is mediation?**

Mediation is an effective tool for resolving conflict and building relationships. It offers a no blame, neutral and future focused service in a confidential environment. Conflict can result in increased stress levels, problems with health, court costs and wasted time. Mediation can help to address all of these issues.

**What is the process?**

- A mediator will visit the participants in their homes to explain the process and to gain an understanding of the issues involved.
- If it is assessed as safe and suitable, a face to face meeting is held at a nearby neutral venue for all participants to attend. Ground rules are set for the meeting and the focus is on discussing the issues with a view to making changes. These changes are recorded in a written agreement between everyone present which is attainable, sustainable and satisfactory to all concerned. The mediator facilitates the meeting and everyone is given a chance to have their say without interruption.
- Participants are encouraged to draw a line under what has happened in the past and to move on in a positive way.

**What is shuttle mediation?**

Sometimes it is not suitable for people to meet face to face due to safety or personal issues that cannot be overcome. In these circumstances the mediation service can offer a shuttle service where information is passed between participants by the mediators until agreement is reached.
Community mediation

Catch22 work with Local Authorities, Housing Associations and the Police, delivering community mediation. Disputes between neighbours can often have deep and long lasting effects on the people experiencing them. Living with a problem day in, day out can be very stressful. Disputes often escalate which can result in affecting the wider community.

We save agencies time and money by reducing complaints and call-outs to the Police, and saving on potential eviction costs.

Types of issues that we can mediate on include:
- anti-social behaviour
- boundaries
- different lifestyles
- dogs/pets
- noise
- parking
- harassment
- high hedges
- litter.

Restorative Justice Conferencing

Catch22 have worked with the Youth Offending Service in Suffolk to carry out victim offender mediation with young offenders and the victims of their crimes.

Restorative justice provides an opportunity for the victim to meet with the offender in a neutral environment with the support of a trained facilitator. The victim of a crime can then have their questions answered about what happened and why, and then be able to tell the offender how the crime has affected them. The offender has an opportunity to respond and make amends where appropriate. The process seeks to repair the harm that has been caused and gives closure to what has happened with the hope that the offender can learn from the experience and help reduce re-offending.

Catch22 is a keen advocate of restorative justice and staff are approved as trainers of the Restorative Justice Council. See ‘Training’ section for more details.

Workplace mediation

Catch22 can deliver mediation in the workplace, helping to address issues such as difficult relationships between colleagues, bullying and harrassment. Situations like this can lead to sickness level increases, grievance proceedings and even employment tribunals. Mediation can help to avoid this.
Family mediation

Catch22 work with Social Services, the Integrated Teams and the Youth Offending Service delivering family mediation. We believe that by delivering mediation within a family we can empower the family to re-engage with each other. Through the mediation process, families can be helped to stay together and to improve their relationship with one another by giving them the tools to resolve their own problems in the future.

If parents live apart or other family members do not live in the same place we are able to visit them in their own home. Mediation meetings are either held within the family home or at a mutually acceptable neutral venue, whichever is the most appropriate for the participants.

Examples of cases that we have worked with include:

A 13-year-old male had issues at home which resulted in offending behaviour. Family mediation was carried out by Catch22 which highlighted underlying causes, including a relationship breakdown with his family. The young person was identified as having Aspergers syndrome, and the mediation team worked with his GP involved to assist with diagnosis at the request of the young person.

A 15-year-old male was at risk of homelessness. He had anger issues at home and a relationship breakdown with his mum. Catch22 mediation worked with the family for a staged move back home and addressed how they would live at home together amicably.

A 14-year-old female was estranged from her father which was causing problems for her with school work. Catch22 mediation worked with the family and adoptive parents to establish an agreed access relationship with father.

A 12-year-old female had issues with her father after her family recently split up. Catch22 mediation worked with the young person and her father to re-build their relationship.

A 15-year-old was misusing substances which caused problems at home. Her boyfriend was also living at the family home and she risked homelessness. Catch22 mediation worked with the mum, daughter and boyfriend to resolve their issues.
**Mediation within schools**

Catch22 have worked with schools delivering restorative approaches training and carrying out mediations where a neutral mediator is required.

We help schools to prevent permanent exclusions, reduce bullying and assist by working with families to address issues affecting pupils attendance and work at school. We are very flexible in our approach and can work on any issue which is beyond the normal remit of the school. Sometimes issues have gone beyond the boundaries of the school and are starting to affect the local community. In these instances it is difficult for a school to become involved and this is when we can help.

- Schools contact us either directly or via inclusion officers to discuss if it would be possible for us to work with a particular pupil, family or a group of pupils
- We would then visit everyone involved in the issue and carry out a mediation either at the school or at an agreed neutral venue
- If the pupil is under 16 this will require parental consent and parents will often be included in the mediation process.

**Examples of cases that we have worked with include:**

**A 12-year-old female** was subject to bullying by another 12-year-old female and her friends. The bullying went beyond the school gates and was happening on the estate they both live in, and started to include the families of each. Mediation worked with both families to resolve the situation.

**Three 12-year-old males** were involved in stealing items from school which were then sold outside school. This affected the school financially and on a security level. All were at risk of exclusion. Catch22 worked with all three males and the school to prevent exclusion and also address the needs of the school as the victim of the situation.

**A 12-year-old old male** was experiencing problems at school and was regularly being sent home on short term exclusions for unacceptable behaviour. Catch22 worked with the school and the family, and a mediation meeting was held between both where the issues were discussed and agreement reached about how to prevent this from continuing.
Catch22 has been trained by the Family Rights Group to deliver FGCs across Suffolk and Norfolk.

**What is an FGC?**
A Family Group Conference (FGC) is a process where family members plan and make decisions about a child who is at risk. This is mainly used in the case of young people who are at risk of going into care or if the child is already ‘looked after’. An FGC can then be used for a family to develop a plan to enable the child to return to their family network. The FGC model works on the principle that it enables families to find solutions to their own difficulties within a professionally supportive framework, taking into account their strengths and resources, and respecting their values and culture.

**What is the process?**
On point of referral, the FGC facilitator will meet with the referrer (often a social worker) to discuss the case. The facilitator then meets with the child and family to help them decide who they would like to be invited to the meeting. This can include family members or 'significant others' such as friends or neighbours. If there is disagreement over this, the facilitator will help them reach agreement. The facilitator then helps organise the family meeting, which will involve the facilitator, social worker and possibly other professionals who hold relevant information.

**What happens at the meeting?**
Meetings are held at a neutral venue. The meeting will address the important issues that have led to concerns of safety for a child. The family are given private time to draw up an action plan. The referrer is then asked to agree the plan, ensuring it is legal, safe and addresses all concerns.

If any alternative family member is offering to care for a child, this placement would need to be fully assessed by the social worker.
Catch22 Mediation Services are approved as trainers for the Restorative Justice Council. We are keen advocates of Restorative Justice and our service is delivered with a restorative approach.

We offer two accredited training courses:

- OCN Level 2 Understanding the Restorative Justice Process
  This is a one day introductory workshop on Restorative Justice focusing on the basic principles, the different types of restorative approach and its success. The course includes case studies and exercises.

- OCN Level 2 Community Mediation with a Restorative Approach
  This two day course gives attendees the basic skills needed to become mediators. It focuses on what mediation is, its benefits, the preparation process and the role of the mediator and co-mediator. Day two focuses mainly on case studies and role play.

Catch22 also delivers tailor made, non-accredited training and workshops. Please call or email for more information and costs.

Contact

For enquiries regarding Catch22’s mediation service or to discuss your training requirements, please contact Glen Winterbourne on 07764 810732 or email glen.winterbourne@catch-22.org.uk

www.catch-22.org.uk/programmes-services/mediation-service