

### Participants might be:

- Looking for a practical solution to a problem
- Aware there is need for a truce that allows them to separate and move on
- Seeking a quicker, less costly substitute in place of legal action
- Perhaps seeking to repair a relationship
- Interested in making necessary decisions despite tense relations

All these things can be achieved through Restorative Mediation.

### What is expected of me?

Restorative Mediation is effective when both people are willing to participate. Before any sort of joint meeting the facilitators will meet with each person in turn to understand their needs and make sure they also understand what is expected, such as:

- Be willing to communicate with the other person(s)
- Be willing to listen to the other person(s)
- Want to find a way forward and for things to be different

### What if I am not sure I want to take part?

We can meet with you to provide all the information you need, allow you to ask any questions you may have and address any concerns, before making a voluntary decision about taking part.

Restorative Mediation can work extremely well. People can find solutions to thorny problems. In most mediations, people get some emotional

relief, and walk away with a plan that resolves most of their concerns.

There are no guarantees of course, though most mediations work out, a few don't. When that happens, participants can at least walk away with a more informed and realistic picture of their situation, and make their next decisions from there.

Being in conflict can be confusing and distressing – who is involved, what are their motives, who knows about this? Restorative Mediation can help alleviate many of these concerns through a facilitated conversation.

### For further information please contact us.

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**OPCC**

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Crime Commissioner  
for Gloucestershire

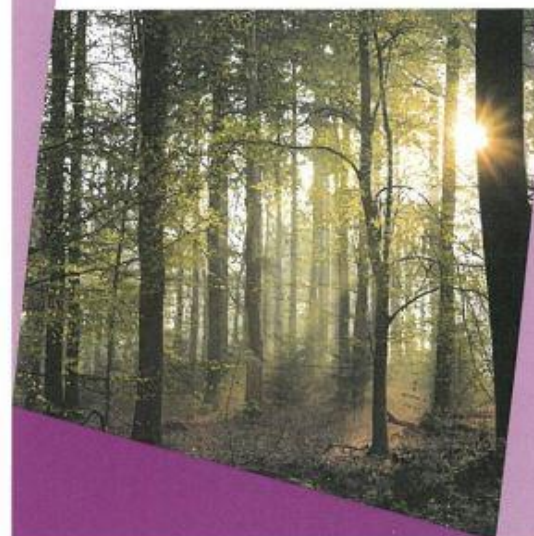
### Restorative Gloucestershire

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### Information for people in conflict





## What is Restorative Mediation?

Conflict is normal. Sometimes we come into conflict with other people for a number of reasons. These can be differences in lifestyle, expectations, culture, or sometimes disagreements can be about things like noise, boundaries, parking, dog fouling, rubbish or other things we may find antisocial.

If you would like to improve things where there is conflict we offer a service that might be helpful to you. It is voluntary to take part and we can initially meet with each person individually. In the first meeting we want to hear about the problem, talk about your needs and what you think needs to happen to make things better and improve the situation.

After this, if everyone is willing, we arrange for you both to come together in a neutral, comfortable location for a facilitated conversation about what has been happening, how everyone has been affected by the difficulties and what needs to happen next.

This is an opportunity for those in conflict to be at the centre of determining what needs to happen to make things better.

### Who is it for?

Restorative Mediation can be for anyone in conflict with another person, where both people would like things to be better, and need each other's cooperation to achieve this. This may be between two neighbours, or between a person and a professional for example.

If there are several people involved then it is possible for Restorative Mediation to take place with a group of people. We can work with some



families in conflict, this may involve more than one or two meetings. We would encourage you to get in touch with us to talk about your situation and find out if we can help.

### The Restorative Mediation meeting

The facilitators manage the meeting carefully, this includes agreeing ground rules with everyone to make sure the meeting is safe and comfortable, such as speaking one at a time, speaking to one another with dignity and respect, keeping the meeting confidential, and ensuring everyone has a chance to speak and be heard without being interrupted.

The meeting will move towards an outcome agreement which lists all the ideas that have come from the conversation, and have been agreed to address the issues. The agreement is not legally binding, but it is a positive statement of intent between all the people involved, which is often highly successful and makes a positive difference.

### How long does it take?

Usually we arrange one or two meetings with each individual to begin with, followed by a 45 minute to 90 minute facilitated mediation session.

## What is it about Restorative Mediation that works for people?

Restorative Mediation takes seriously the issues that people say matter most to them. People get a chance to share their frustrations and hurts, to express regret, and ask for what they need.

Restorative Mediation provides a structure for difficult conversations.

- It's a private and supportive setting for sharing concerns, distress or upset, checking out misunderstandings and suspicions, and for speaking honestly.
- Mediators explore the participant's concerns and needs in ways that can help people move into problem-solving
- A mediated outcome agreement can significantly lessen subsequent friction and misunderstandings, even if the conflict is not fully resolved

## Benefits of Restorative Mediation

### Restorative Mediation can help with:

- A more peaceful life
- A chance to have a say
- A chance to let the other person know how you feel
- Feeling empowered
- Taking part in events that affect your life
- Contributing to finding a solution that works for you