

# NFS MEDIATION

**NFS Mediation**

A proven and  
effective mediation  
service for residents

## Who Are We?

- NFS Mediation is a registered Charity & a company limited by guarantee
- For more than 18 years we have been the FIRST STAGE in Southampton's ASB Procedure & service dealt with 12,000 + cases
- A growing service covering Hampshire and its adjoining counties through housing and police
- The nation's leading providers and experts in Mediation Assessment

## Why Are We Here Today?

- We are here to launch a new, free to use Mediation Service for the Residents of Rushmoor
- Launching in April
- Mediators will be promoting the service with local groups and in community hubs
- Residents self refer

## What Is Mediation?

- Mediation is a conflict resolution/management tool.
- It is a step by step process in which independent, impartial mediators help people in dispute settle differences quickly and confidentially.
- It does not seek to prove right or wrong but supports people to identify what they want to change and the best way forward.

## What is Mediation? (Cont)

- Each Party are seen in their own homes first – and listened to and feel heard.
- If the parties agree to meet a meeting is held at a neutral and safe venue.
- The meeting is controlled and managed by two fully trained and accredited mediators.
- Agreements are reached by the parties themselves so are far more likely to succeed and be sustainable.

## Why use Mediation

- Offer swift early intervention to minimise escalation.
- It is independent, impartial and listens to all sides.
- Offer a range of strategies and options to resolve and/or manage the problems that is acceptable to both parties.
- Offer mediation/restorative meetings to all (if appropriate).

## How to Refer & What Happens Next

- Residents self refer by: Contacting our office on 023 8033 1456 in first instance to discuss their issues with one of our mediators.
- If agreed our mediators will contact the second party and offer them the same service. We will listen to what both parties have to say.
- If parties both agree to mediation we will arrange the meeting at agreed time and neutral location.

## Why Mediation works:

- Independent and impartial.
- Delivered by trained specialists in mediation skills and ASB.
- Identifies the most appropriate response and prevent escalation.
- Voluntary – Safe – Agreements reached between individuals themselves have more chance to succeed.
- Agreements cover what should happen if problems arise again.

## What we hope to achieve

- To help people to manage / resolve conflicts or disputes.
- Give people sustainable skills to manage conflicts.
- To build and strengthen a feeling of community spirit.
- To empower individuals and the community to make their own decisions.
- To reduce costly legal action.
- To reduce crime, the effects of crime and the fear of crime.
- To save time - money – stress for residents and statutory agencies.

## ANY QUESTIONS?

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