

University of Strathclyde
Mediation
clinic

Mediation Clinic Annual Report

2020

CONTENTS

	Page
Introduction from the Director	3
About the Mediation Clinic	4
Mission Statement	5
Chair's Report	6
Director's Report	9
Housing Project Report	13
Student Assistant Report	14
APPENDIX 1: Summary of Simple Procedure Cases: Oct 19 – Sept 20	15
APPENDIX 2: Financial Summary	16
APPENDIX 3: List of Members in 2020	17
APPENDIX 4: Summary of Feedback (Oct 18-Sept 20)	19
First UK Mediation Clinic Conference	27

Director's Introduction (2019-2020)

"In a time of drastic change, it is the learners who inherit the future." Eric Hoffer

In introducing the Mediation Clinic's annual report it is hard to imagine much continuity with previous years. "The pandemic," as we've come to call it, appears to have changed everything. Like everyone else we have had to adapt.

In this report we describe the Clinic's work both before and during the pandemic. It turns out some things haven't changed much. Despite serious misgivings about the move to remote mediation our mediators cheerfully re-trained and the settlement rate has actually up on previous years.

Yet a great deal was unforeseen. The total closure of the courts for three months led to a cliff-edge in case numbers. Despite our reassurances many potential participants preferred to wait out the pandemic than attempt remote mediation. And the humble telephone turned out to be a highly effective form of technology.

Some dimensions of change are still sinking in. Geography is no longer a barrier to providing a service, and we have begun to accept referrals from other parts of Scotland. The same applies to mediators. We have begun to involve alumni from other parts of the world, for which I'm deeply grateful.

Nonetheless we shouldn't forget what has been lost. Lack of human contact is hard for many of us, and technology presents a major barrier for some of our clients. Looking to the future I suspect the Clinic, like others who deal with real world problems, must find a way to balance the progress technology brings with a humane understanding of the challenges it presents.



Charlie Irvine, Director

About the Mediation Clinic

The Mediation Clinic is part of Strathclyde Law School. Students are drawn from the LLM/MSc in Mediation and Conflict Resolution. Lead mediators are 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/>

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.*

Chair's Report (2019-2020)

This has been a challenging year. The Clinic ship has sailed through stormy Covid waters, and managed to stay afloat, thanks to the dedicated members who have had to adapt their skills to deal with a very challenging situation.

The Clinic has had fewer mediations than last year (59 compared to 79) but has done well to keep going and to continue to serve the Sheriff Courts in Glasgow, Paisley, Falkirk and Kilmarnock, with much success.

Meetings

The Board held a total of seven meetings during the course of the year, all of which were very well attended. Thank you to all those who gave up their time to attend meetings and carry out various other tasks for the Clinic. Thanks also to Sophie and Pauline who, between them always ensured that minutes were kept. And finally, thanks to Charlie, the captain of the ship who kept us all afloat.

Student Assistant

Thanks to funds being made available by the Alumni Fund, the Clinic was able to employ Chloe Ramsay as a student assistant to assist Pauline in the administration of the Clinic. A big thank you must go to both Pauline and Chloe, and the Alumni Fund, for their hard work in challenging times.

Law Awards

The Mediation Clinic was shortlisted for the Scottish Legal Awards 2020 in the category of "Community Contribution Award". Due to the pandemic, the awards had to be postponed and will now be held on the 4th of November.

Telephone and Online Mediation

Due to circumstances thrust upon us, members of the Clinic rose to the occasion and developed new skills in telephone and online mediation. Workshops were held in both these formats, and this has expanded the boundaries of the Clinic and is a very positive spinoff of the lockdown. As an example, I did a mediation a few months ago with one party in Edinburgh and the other in the South of France, and I was sitting in my study on the Isle

of Arran. Hopefully, when we are able to return to face to face mediations, we will not forget the benefits of remote mediation and continue to hone those skills.

One of the challenges of remote mediation is the signature by parties of the Agreement to Mediate and the Settlement Agreement. It was agreed that parties could use an electronic signature, which includes typing in your name in the space provided, or even confirmation by email that you have read the agreement and confirm that you are bound by its terms. The Agreement to Mediate was amended accordingly.

Involvement of Ex-students

Many of the Clinic's students over the years have come from abroad and, once their studies were completed, they returned to from whence they had come, never to be involved in the Clinic again. With the switch to remote mediation, it is possible to tap into their skills and again involve them in Clinic mediations. I am at present involved in two mediations with Polish parties and, to overcome language and cultural barriers, brought in an ex-student who is Polish, as a co-mediator. He is able to sit in Warsaw and participate in the mediations. The Board is at present exploring the option of how best to expand the Clinic by involving alumni who want to continue to be involved in the Clinic.

Kilmarnock Sheriff Court

Last year the Board decided to extend the Clinic to the Kilmarnock Sheriff Court and due to a lack of local capacity it was agreed that I would offer, and provide, such a service. I am happy to report that 21 cases have come from Kilmarnock in the last year, and 17 of those cases settled.

Training Sessions

Two training sessions were held, resulting in 5 undergraduate students being trained to do intakes.

CPD event to entice supporters

A "goldfish bowl" demonstration was held in February. The idea was to promote the Clinic and to attract lawyers and sheriffs, to give them a better understanding of how mediation works. About 36 people attended the event, including four sheriffs.

Possible Expansion of the Clinic to South Strathclyde, Dumfries and Galloway

The Sheriff Principal of South Strathclyde, Dumfries and Galloway has expressed an interest in developing mediation referral options throughout the sheriffdom (Hamilton, Airdrie, Lanark, Dumfries, Stranraer and possibly Ayr). This is something that the incoming Board will need to take further. Several members of the Board have expressed support for this, but one of the considerations will obviously be capacity. The involvement of ex-students in the Clinic could help to provide that capacity.

Mediation Conference in 2021

The Clinic intends holding the first UK Mediation Conference in February next year. The Insight Institute has been provisionally reserved for Saturday 6th February. However, the format of the conference will ultimately be determined by factors outside our control.

Conclusion

I would like to thank all the Board members who have made time available to contribute to the smooth running of the Clinic, Pauline and Chloe for all their administrative assistance and Charlie for keeping the Clinic together in challenging times. And, of course, all those mediators without whom there would be no Clinic.

Patrick Scott
Chairman: Mediation Clinic
6 October 2020

Director's Report

As I say in my introduction, this has been a year like no other. Yet up until March everything seemed quite normal. The Clinic continued to develop both before and after lockdown and I remain very positive about its value. I outline here some of the significant milestones.

The Work

The overall number of referrals from the courts is down 20% (196 to 156). Given the four month lockdown this is unsurprising. There was also a 24% drop in the number of mediations from 79 to 60. The number of housing mediations remained steady at just under 10% of our caseload, despite the Housing and Property Chamber's discovery that its hands are tied and it may not refer parties to a particular provider. Pleasingly, however, the Clinic's overall settlement rate has climbed sharply from 51% to 73%.

I am cautious about reading too much into settlement rates. They have varied across the Clinic's history from around 50% to nearly 80%. Nonetheless, given the challenges everyone faced this year I think we can congratulate our mediators on the quality of their work. These are rarely simple matters (despite the name) and it requires skill, patience and persistence to create the conditions for agreement. When I read the reflections we ask mediators to complete after each case I see evidence of thoughtfulness and ingenuity in helping craft settlements where none seemed possible. And it is important to remember that at present all are providing their skills without remuneration.

Even more remarkably, almost half of these cases were mediated under completely new conditions. Our mediators rapidly adapted to mediating remotely. Intuitively many of us thought that, if deprived of face-to-face contact, Zoom would be the next best thing. At least we can see people's faces. So we trained and practised, familiarising ourselves with the new technology and its quirks.

However, the other side of this coin is the very old technology of the telephone: tried, tested and familiar. It is highly convenient and guards against digital exclusion. Some litigants don't have laptops or smartphones, not to mention reliable broadband. And it turns out that telephone mediation is remarkably effective. Since the start of lockdown 19 cases mediated by phone, with a settlement rate of 74%. Zoom is gradually catching up, with 8 cases mediated and 63% settled.

One of the prophets of online dispute resolution, Richard Susskind, has described this year as “*a huge unscheduled pilot.*”¹ Not only mediators but the justice system and the whole society have had to adapt. Things that seemed unpalatable or impossible in March are now everyday and routine, and more of our clients seem willing to work with the technology. While there are real drawbacks to online mediation (see my piece in the [Kluwer Mediation Blog](#)) there are unforeseen benefits, such as the removal of geographical barriers and great convenience. I turn now to some of the opportunities it presents.

Public Policy

Last year’s *Bringing Mediation into the Mainstream*² report by Scottish Mediation was closely followed by Margaret Mitchell’s proposal for a Mediation (Scotland) Bill.³ In response the Scottish Government set up the Scottish Dispute Resolution Delivery Group and I was invited to participate. I was pleased to see that the group’s focus was on “*solutions*” to “*increase and encourage the use of appropriate dispute resolution mechanisms to resolve civil disputes effectively and efficiently at the earliest possible stage.*”

After only two meetings the pandemic imposed a six month gap but I’m pleased to say that online meetings have resumed. I am optimistic that the Scottish Government now intends to consult on primary legislation before the end of this parliament. The Clinic’s work is one factor convincing them of mediation’s effectiveness as a component of a functioning justice system.

In September 2020 the Scottish Parliament’s Justice Committee cited the Mediation Clinic’s evidence in its report on re-opening the courts.⁴ They spoke approvingly of the contribution of online mediation in Simple Procedure as a way of diverting cases to reduce court backlogs.

In February 2020 (how long ago this seems) the Clinic held its first live mediation demonstration at a CPD event entitled “Not So Simple: Mediation in Simple Procedure.” Nearly 40 people attended in Strathclyde’s Insight Centre, including four sheriffs and representatives of Scottish Government and the legal profession. The event went down

¹ Susskind R (2020) *The Future of Courts*. *The Practice* 6, 1–23, p.5.

² Scottish Mediation (2019) *Bringing Mediation into the Mainstream in Civil Justice in Scotland*. Available from <https://www.scottishmediation.org.uk/wp-content/uploads/2019/06/Bringing-Mediation-into-the-Mainstream-in-Civil-Justice-in-Scotland.pdf>

³ Scottish Parliament (2019) *Proposed Mediation (Scotland) Bill*. Available from <https://www.parliament.scot/parliamentarybusiness/Bills/111864.aspx>

⁴ Scottish Parliament Justice Committee (2020) *Re-opening Scotland’s courts and tribunals system*. SP: 817, Edinburgh: Scottish Parliament, p. 26. Available from <https://sp-bpr-en-prod-cdnep.azureedge.net/published/J/2020/9/28/Re-opening-Scotland-s-courts-and-tribunals-system/JS0520R15.pdf>

well and triggered a number of responses along the lines of: *“for the first time I feel I understand what goes on in a mediation.”* Big thanks go to Alison Ebbitt and Patrick Scott for acting as mediators and Bill Porterfield and Chloe Ramsay for their convincing adversarial performances as party litigants.

Governance

Last year we were pleased to welcome Bill Porterfield onto the Clinic board. He was the first board member recruited following the amendment to our constitution enabling us to invite experienced people from wider society. Bill has made a great contribution and we will be delighted if others volunteer their time and talents in the coming year. We are also grateful to former students, Patrick Scott, our Chair, and Alastair Sharp, as well as our student assistant, Chloe Ramsay, for giving their time. And finally I'd like to express my gratitude to the current students who joined the board in 2019-20: Sophie Revesz (for the second year), Jonathan Rodriguez and Isabel Häntsch.

The Future

Until now we have concentrated on courts closest to the university. Glasgow Sheriff Court has consistently referred the largest number of cases, followed by Paisley, Kilmarnock and Falkirk. Judicial independence is jealously guarded and each court adopts its own approach. Some refer cases in writing, others at a face-to-face hearing (called a Case Management Discussion); some pause the case indefinitely for mediation, others continue it for a specific period. When face-to-face hearings were suspended, so too was the chance to speak directly to a mediator outside the court. Parties are now being offered something unfamiliar and probably daunting; yet they are being asked to “opt in” to mediation by making contact with the Clinic.

Some do, but the proportion getting in touch following a court referral has dwindled since the lockdown. We are therefore moving towards an alternative, “opt-out”, approach. Here the court would pass on litigants' details when making the referral. The Clinic can then take the initiative and contact both parties, offering a telephone intake call to discuss their case and explain what's involved in mediation. Participation remains voluntary but that choice is made after speaking to a mediator. In the one sheriff court where this has started almost all agree to take part and the great majority settle (see the Chair's report above). This is now our preferred model.

In recent weeks the Clinic has been invited to provide mediation in other parts of Scotland. With distance posing less of a barrier we can build on our network of volunteers to provide

a service more widely. This helps address a historic difficulty in accessing dispute resolution in remote areas. Our most recent proposal is built on the “opt-out” model and we hope this will provide the template for mediation across Scottish civil justice in the future.

It will be a bold step for the Clinic to offer mediation further afield. It will depend on our mediators continuing to step up and adapt to novel circumstances. New volunteers will be needed. The Clinic will, in effect act as a broker or clearinghouse, processing the referrals, matching parties with mediators and ensuring quality. Over the past few years our administrator and student assistants have performed these tasks efficiently and seamlessly. This remains a key part of the Clinic’s capacity to perform a useful service to society while maintaining high standards.

Some Thanks

While I have tried to acknowledge the contributions of all our volunteers some deserve special mention. Our pre-mediation ‘intake’ calls are a key part of the Clinic’s system. This year a large number of these calls have been provided by Ben Cramer, who graduated in 2018, as well as Pauline McKay, Chloe Ramsay and Caila Brown. Big thanks, too, to our Chair, Patrick Scott, for his work with Kilmarnock Sheriff Court. Before the lockdown many others made the journey to Paisley or Falkirk- you know who you are, and thank you.

I would also like to thank Anthony Syder, who took up a one-year position as Housing Mediation Project Worker in May 2019, for all his efforts on that important work. His report is below. Anthony left us in May to pursue his mediation career in England & Wales.

Another thanks goes to Arch Resolution, a provider of community mediation in North Yorkshire. Arch was quick to move online and, recognising that geography was no longer a limitation, has offered our mediators a fantastic opportunity to observe experienced practitioners at work. Thanks too to regular volunteer, Dr Roy Poyntz, for the introduction.

I’d like to end by paying a particular tribute to our administrator, Pauline McKay. While continuing to manage all the activity described above, in 2019/20 Pauline enrolled as a student on the Postgraduate Certificate in Mediation and Conflict Resolution. I’m delighted to say that she graduated with Merit in July this year. This is fantastic achievement. I’m sure anyone involved in the Clinic will join me in congratulating her and welcoming her to the ranks of mediation practitioners.

Charlie Irvine

Director, 05 October 2020

Housing Project Report (May 19 – May 20)

The Housing Project is now well underway and proving successful. After establishing our internal processes in the first phase of the project, we have been working hard across the last 12 months to promote the service and engage with the housing sector.

Our outreach strategy has had three main approaches. First, we have engaged directly with the Housing and Property Chamber, looking into policy and process change opportunities that would encourage the use of Mediation generally. This has also included making connections with Housing Associations and presenting to their case managers about the benefits of mediation.

Secondly, we have reached out to private landlords and tenants directly through media articles, engaging with Citizens Advice Bureaux and developing a relationship, as detailed below, with the Scottish Landlord Association.

Finally, as noted in our original application, we seek to be a centre of excellence for mediation practice and have engaged with Scottish Mediation to ensure our lead mediators are accredited. We also participated in academic research being undertaken by the UK Centre for Housing Evidence who found mediation to be an effective form of dispute resolution for the housing sector and has made policy recommendations that reflect this.

We look forward to continuing our partnership with SafeDeposits Trust in 2020/21 assisting tenants and landlords by empowering them to resolve their disputes through mediation.

Anthony Syder
Housing Project Officer
May 2020

Student Assistant Report (Dec 18 – Dec 19)

I joined the mediation clinic as a part-time student assistant in December 2018. As a law student, I was interested in understanding more about the process of mediation and its impact on our legal system.

During my 12-months working for the clinic, I was involved in a variety of tasks. I conducted intake calls with parties referred to the clinic to explain mediation, establish a willingness to mediate, answer any questions and gather information about the dispute. After an intake call, I would then invite the other party to get in touch with the clinic to discuss mediation.

Another key aspect of the role was monitoring new referrals and answering any queries from potential referrals. There were often periods where we would receive an influx of referrals and demand for mediation was high.

Once both parties had made contact with the clinic and were willing to mediate, I would then go ahead with arranging a date for mediation and organise mediators. This involved a lot of co-ordination, particularly when both parties availability conflicted or when mediator availability was low. The process of organising a mediation is often lengthy, but the clinic do well and always act professionally in arranging these mediations.

As well as the administrative side of my role at the clinic, I had opportunities to attend the courts with our mediators, observing negotiations. This was very insightful and allowed me to develop a deeper understanding of what mediation entails. This was beneficial for the role, as it equipped me with answers to questions asked by parties during the intake stage, as well as allowing me to give more succinct explanations of what mediation is.

My experience with the clinic has been very enjoyable and informative, and I was given a lot of responsibility from Pauline and Charlie. With most of the clinic's referrals originating from the sheriff courts, the clinic has a very important role which makes a positive impact on society.

Chloe Ramsay
Student Assistant

Appendix 1: Summary of Simple Procedure Cases: Oct 19 – Sept 20									Not included in SP figures			
SIMPLE PROCEDURE TO OCT 2019 – 30 SEPT 2020	Glasgow	Housing *	Paisley	Falkirk/ Kirkcaldy	Kilmarnock	Airdrie	Dumbarton	Lanark	CAB	Law Clinic	Self	Total
No of Referrals	98	11	10	7	26	1	1	2	0	1	12	156
No of Referrals that turned into cases	28	8	8	7	23	0	1	0	0	0	1	75
No of Cases that Mediated	19	5	7	7	21	0	1	0	0	0	0	60
No of Cases that Settled	14	3	6	4	17	0	0	0	0	0	0	44
No of Cases that did not settle	5	1	1	3	4	0	1	0	0	0	1	16
No of Cases pending - terms still to be met	0	1	0	0	0	0	0	0	0	0	0	1
Unsuitable for Mediation	1	0	0	0	0	0	0	0	0	0	1	2
% of Cases that Mediated against those that turned into cases	68%	63%	88%	100%	91%	0%	100%	0%	0%	0	0%	80%
% of Referrals that mediated	29%	73%	80%	100%	88%	0%	100%	0%	0%	0	8%	48%
Settlement rate	74%	60%	86%	57%	81%	0%	0%	0%	0%	0	0%	73%
No of cases - no response from either party	41	1	0	0	0	0	0	0	0	0	0	42
No of Cases that did not mediate - but contact from one party or unwilling	16	0	0	0	2	0	0	2	0	0	10	20
No of referrals in progress eg intake, party action required, Mediation to be arranged	11	3	1	0	3	0	0	0	0	0	1	18

* Glasgow, Paisley, Falkirk

Appendix 2: Financial Summary

Mediation Clinic Budget Cost Summary – Oct 2019-Sept 2020

b/f balance at 27 September 2019 £3,715.08

Income

Alumni Fund Award £1,000.00

Alumni Fund Award £1,000.00

£2,000.00

TOTAL INCOME

Expenditure

Salaries (Alumni Fund) £1,110.07

Salaries (Alumni Fund) £495.00

Apprenticeship Levy £23.82

Expenses / running costs £943.30

TOTAL EXPENDITURE **£2,572.19**

Balance at 30 September 2020 **£3,142.89**

Housing Project Budget Cost Summary - Oct 2019-Sept 2020

Funded by SafeDeposits Scotland

Balance at 01 August 2019 £16,681.67

Income

SafeDeposits Scotland n/a

TOTAL INCOME

Expenditure

Salaries £11,005.94

Apprenticeship Levy £40.36

TOTAL EXPENDITURE **£11,046.30**

Balance at 30 September 2020 **£5,635.37**

2nd tranche of funding due end of 2020.

Appendix 3: List of Members 2020

Staff

Charlie Irvine - Director

Anthony Syder - Housing Project Development Worker

Pauline McKay - Administrator

Chloe Ramsay - Student Assistant

Board Members 19-20

Charlie Irvine (Director)

Patrick Scott (Chair)

Isabel Hantsch (Treasurer)

Pauline McKay

Bill Porterfield

Chloe Ramsay

Jonathan Rodrigues

Alastair Sharp

Sophie Revesz (Secretary)

List of Mediators

Lead Mediators

Barclay Ailie
Boyd Andrew
Brys Catherine
Burley Robin
Cramer Ben
Davies Gordon
Ebbitt Alison
Graham Mitchell
Hossack David
Kirkwood Paul
Linn Phipps
Marc O'Krent
Mckinlay Gordon
Morrison Maureen
Poyntz Roy
Scott Patrick
Scuse Jeremy
Sharp Alastair
Smilie Magaret
Spencer Richard
Thompson Carolyn
Weatherston Graham
Welsh Alison
Woolfson Giles

Student Mediators

Alzuobe Munaf
Armstrong John
Babu Manju
Bell Sainey
Bicknell Rachael
Boyd Alexander
Cameron Heather
Elliot Katie
Eijkman Reindert
Gunn Maureen
Häntsch Isabel
Humphries Gary
Hutchison David
Kerry Alison
Lehmann Josefine
Lush Jennifer
Mathewson Dianne
McKay Pauline
McKenzie Carole
McLeod Pauline
Morawski Marcin
Murray Irene
Nial Steve
Porterfield Bill
Revesz Sophie
Rodrigues Jonathan
Sanghera Sandy
Scade Thomas
Stewart Margaret
Teggin Victoria
Thomas Althea
Vilpponen Anssi
Yangsong Zhou
Zhaobo Yan

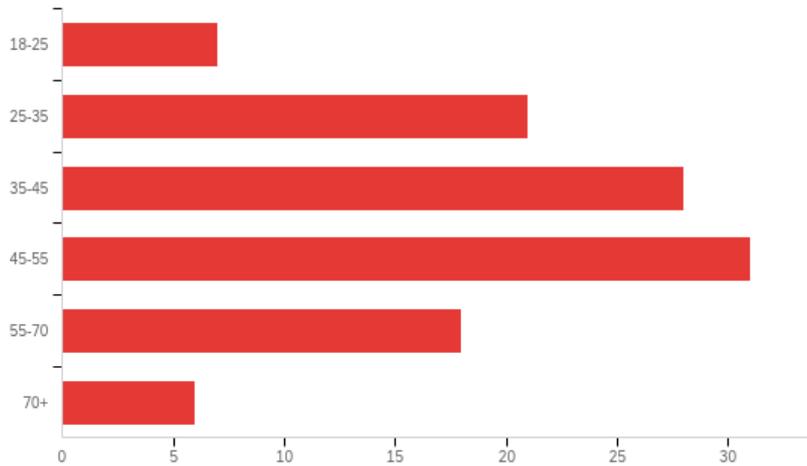
Observers

Horne Simon
McCauley Claire
McEntegart Tom
McKay Sharon

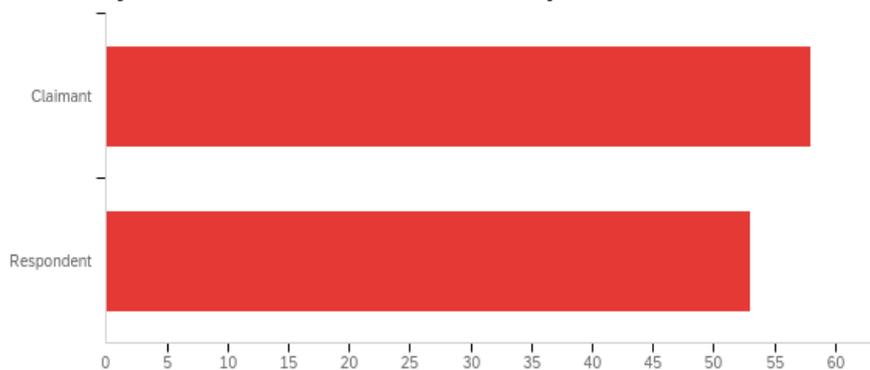
Appendix 4: Summary of Feedback (Oct 18-Sept 20)

Based on 112 responses: Oct 2018 – Sept 2020

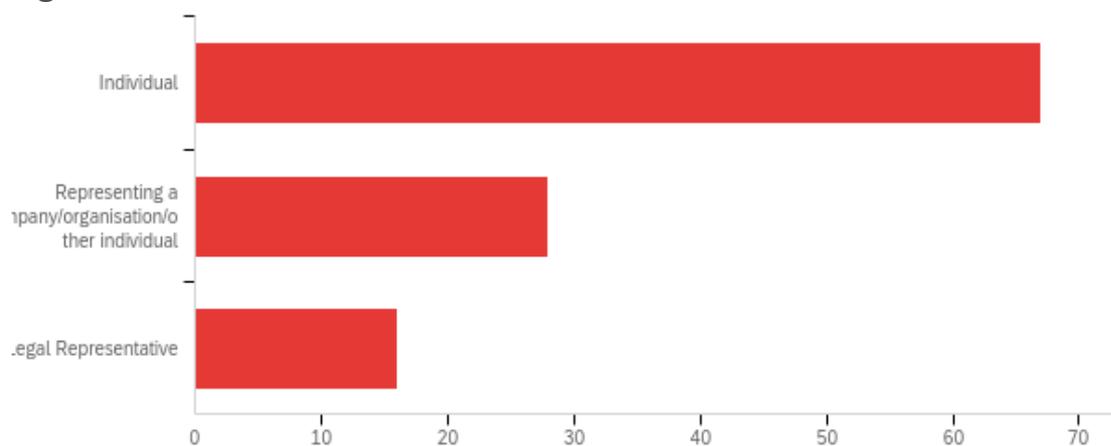
Q1 - Age range



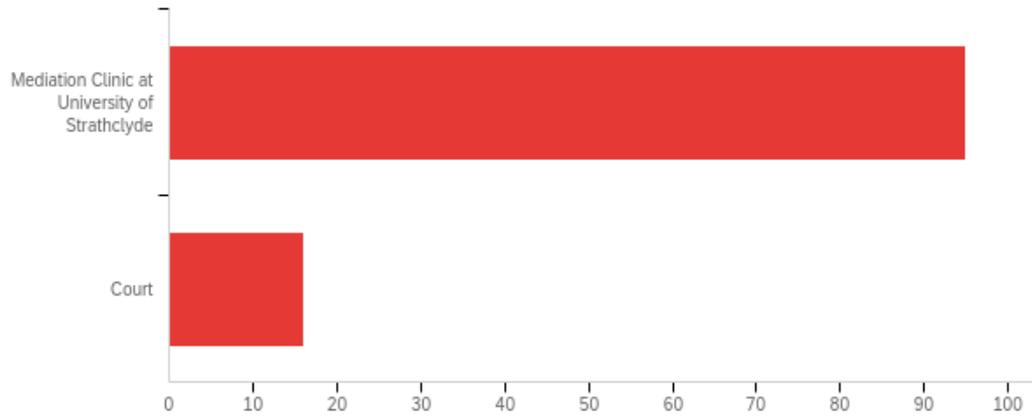
Q2 - Were you the Claimant or the Respondent in this action?



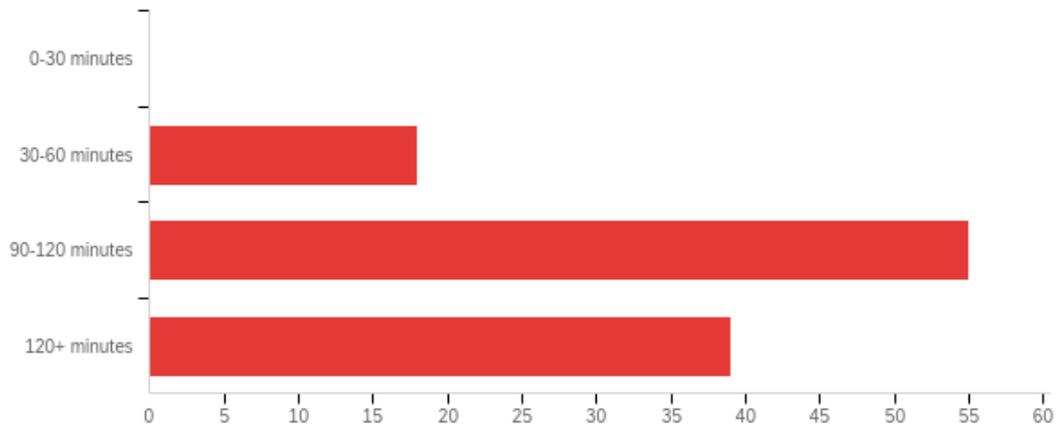
Q3 - Were you involved in the case as an individual or representative of an organisation?



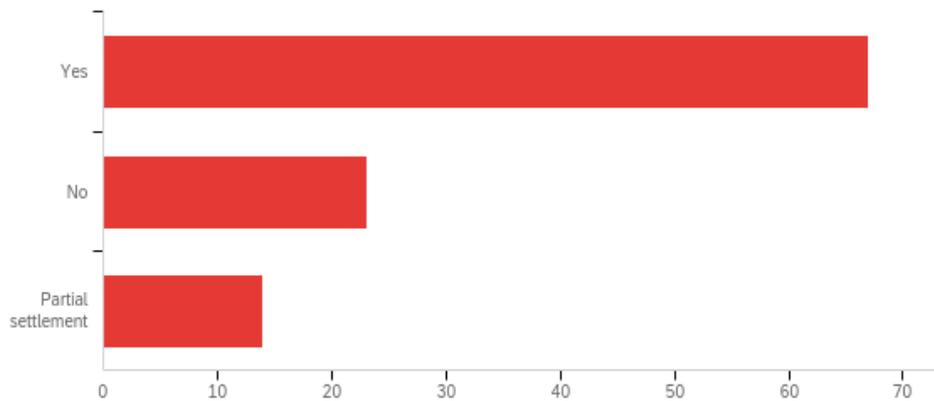
Q4 - Where did the mediation take place?



Q5 - How long did the mediation last?



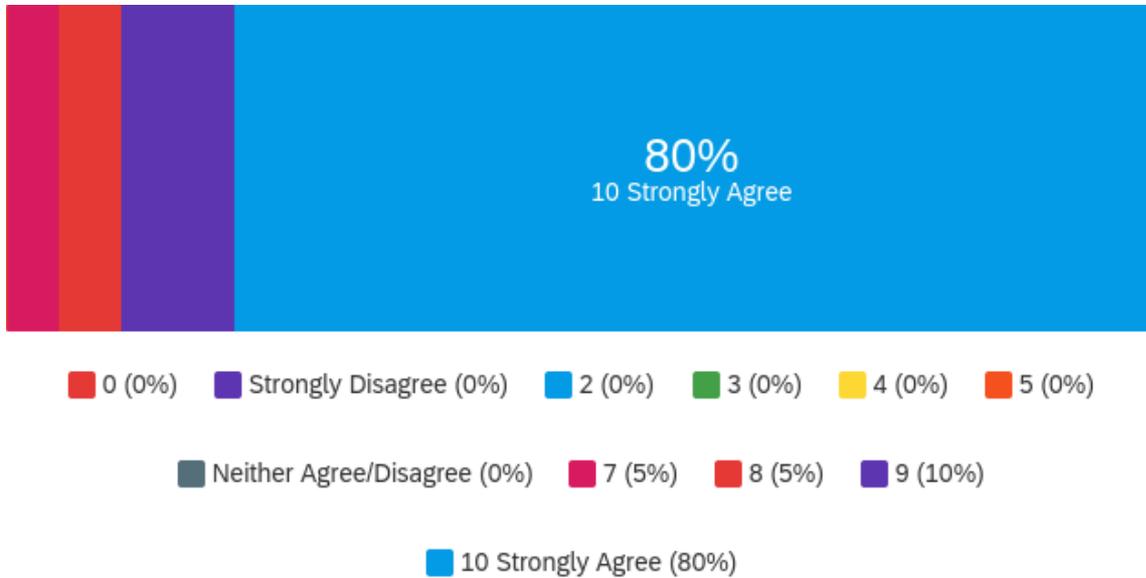
Q6 - Did the mediation result in a settlement?



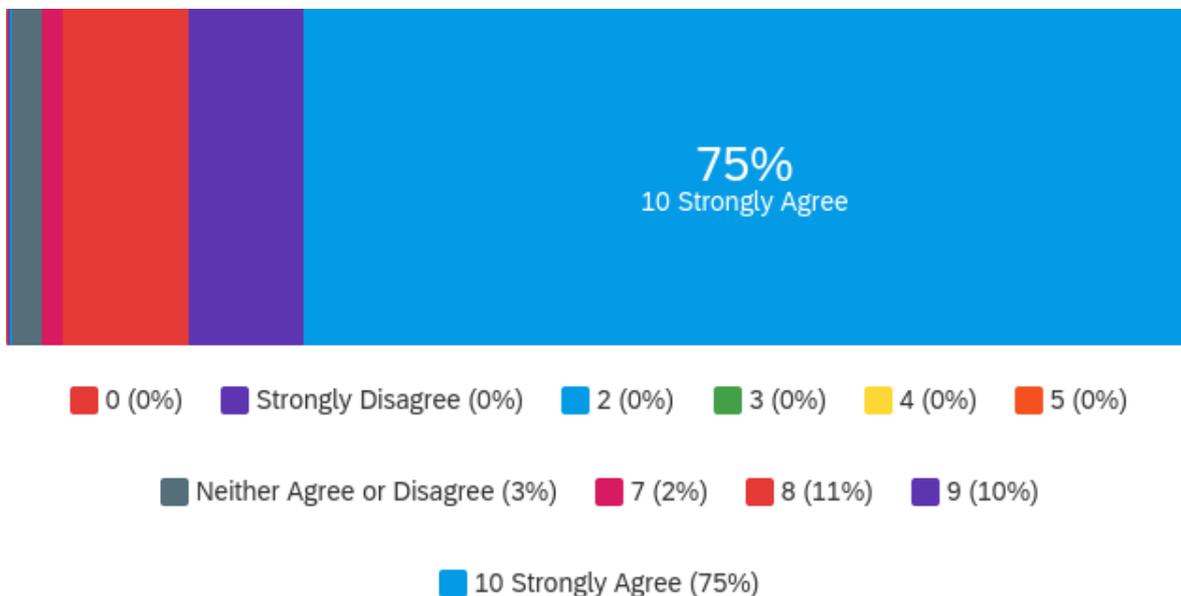
KEY:

Strongly Disagree			Neither Agree or Disagree						Strongly Agree	
0	1	2	3	4	5	6	7	8	9	10
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

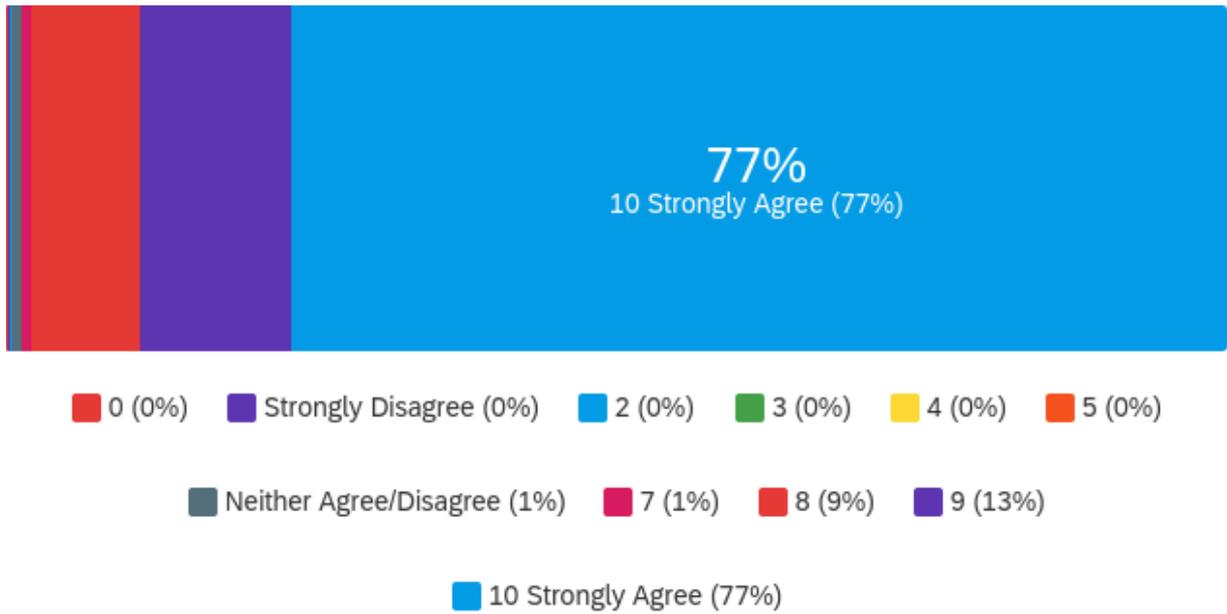
Q7 - The mediators clearly explained what is involved in mediation.



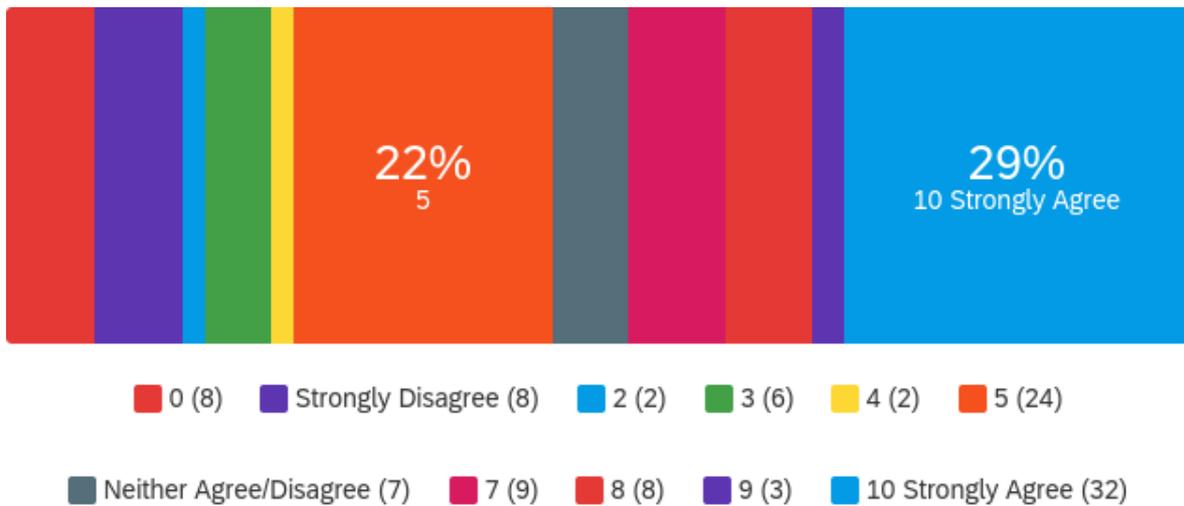
Q8 - The mediator(s) understood the issues I had to resolve



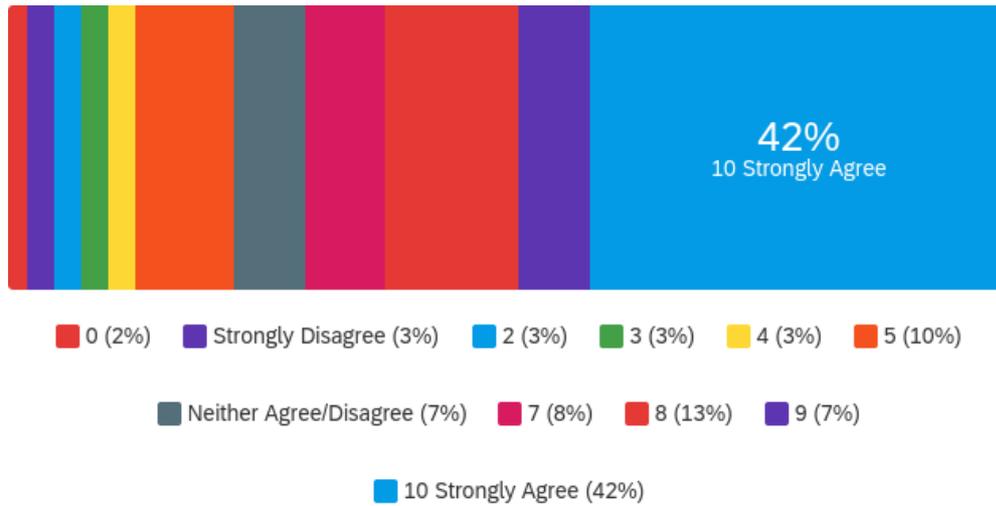
Q9 - The mediator(s) were fair and impartial



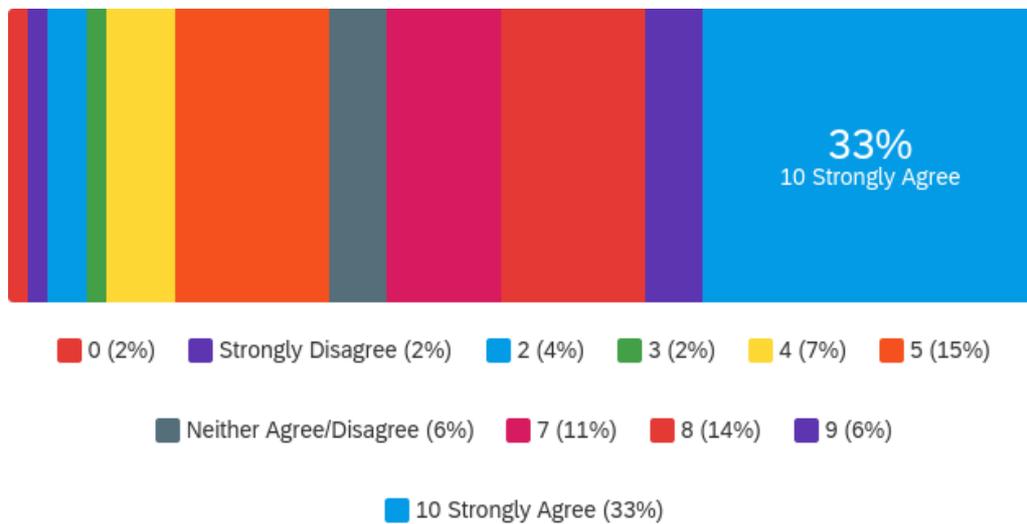
Q10 - Mediation has improved relations with the other party to the dispute.



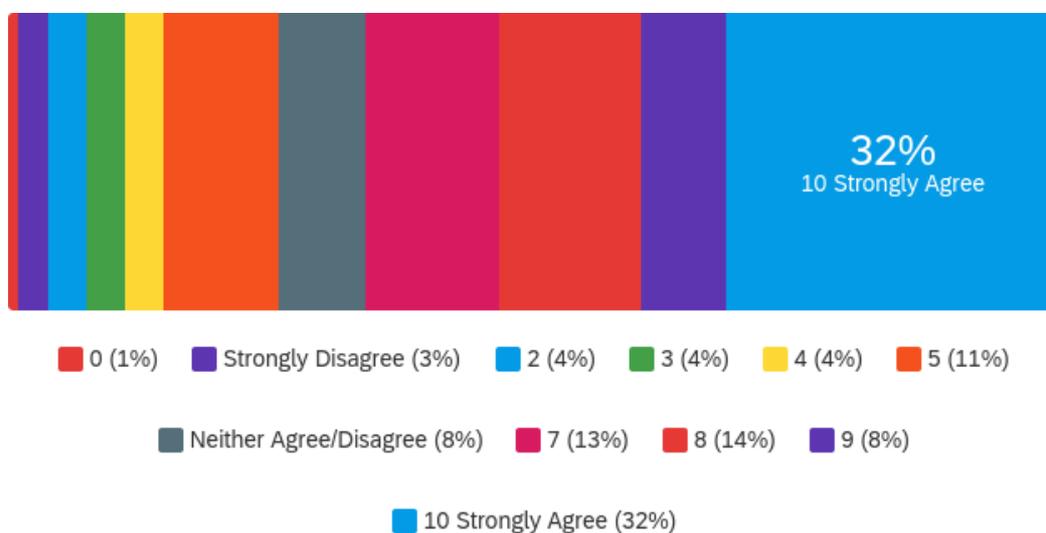
Q11 - Mediation was an efficient way to resolve my dispute(s).



Q12 - The outcome reached in mediation was fair.



Q12 - I/We were satisfied with the outcome reached in mediation



Q14 - What were you hoping the mediation would achieve?

To resolve the case.	To get a result in the end, which we did.
A settlement	To resolve the issue raised between both parties.
Fair resolution	Acceptable settlement agreement
Resolution of dispute	An end to the whole affair
Possibility of not going to court	Impartial support
Payment back	Full costs reimbursed
A large portion of paid funds returned	Not having to attend court
A suitable compromise.	Acknowledgment by the claimant of the failings in their contact
Settlement, avoiding court proceedings.	Payment in full.
To reach a common ground with the claimant	Hopefully an agreement
A return of the money involved in the dispute and an opportunity to discuss the matter in a neutral controlled environment.	Payment of outstanding bills
Absolution	To draw a line in the sand
An agreement over repayment of the debt I owed and to start to rebuild our friendship.	Conclusion to proceedings.
Rebuild friendship and have the debt paid back to me in full.	Satisfactory result for both parties
Settlement and a calm problem solving discussion.	Wanted the other party to realise their mistakes
To settle the argument and come to an agreement in terms of payment.	Acceptance by other party of legal dispute
Positive outcome of an agreed settlement.	An agreed settlement without going to court.
Opening a dialogue and getting clarification	Understanding and resolution.
Settlement with a payment.	The respondent making a compromise
Resolution	A permanent end to the problem.
To come to an agreement.	An end to the whole thing.
Resolution out of court	An end to an extended impasse period between ourselves and the other party that was agreeable to both sides.
A realistic offer	A fair resolution that both parties would find acceptable.
An agreement	That the issue would be resolved with an outcome I could work with without going back to court.
A fair agreement and a chance to discuss the matter with the other party.	Partial if not full settlement.

Q15 - What did the mediation achieve?

A settlement found through positive line of communication	Closure for me
Fair resolution	Settlement with a payment.
Apology and payment back	partial refund and closure
Resolved	settlement and good understanding.
Stalemate	Partial payment and agreement to provide further information.
Possible solution	Agreed a settlement figure which resolved matters.
Nothing really	Didn't achieve as the other party weren't prepared to compromise.
No appropriate figure reached	We reached an agreement.
A suitable compromise.	Heard both sides of the story and ended up with compensation.
Agreement with Claimant	A positive outcome, I would definitely consider them again.
Almost reached an agreement, I'm confident we can settle from here.	A push forward- hopeful of resolution
An agreement to review the proposed settlement.	Full costs reimbursed and resolution
A settlement agreed to pay back a sum of money monthly.	settlement of a long running case
Come to an agreement and payment plan	50% of amount due
Both sides now know their position.	Only a financial settlement
payment agreed	going back to court unfortunately
helped draw up agreement	no resolution
A possible solution.	An agreed settlement without going to court.
Desired outcomes - no reimbursement required.	Hopefully a resolution.
Payment plan arranged.	Nothing as the respondent was not prepared to change his position - not the fault of the mediator.
Did not resolve the issue.	A sharing of experiences with no outcome
All things considered most likely outcome will be resolution.	An exploration of each party's position but no settlement.
Agreed pathway towards a solution of settlement.	a resolution and peace of mind
Interest to be removed from finance. All kitchen frontals to be replaced and labour costs covered.	The process was fair and balanced. However, the other party was unwilling to accept blame or come to agreement.
we settled at an amount less than hoped for but an acceptable amount	Better understanding of both sides' position.

Q16 - If you have any suggestions for ways to improve the mediation service that you received please write them in the box below.

The mediators were extremely helpful and supportive. I felt nervous and stressed and they comforted me which made me feel much better. I am very thankful I chose this method of settlement.	Very well run overall. Thank you.
The support of the mediators was invaluable.	The mediators were skilled
Professional, considered and productive meeting.	I found the whole process to be friendly and extremely helpful.
Dealt with very carefully and very civil	Excellent but I was still very stressed.
Productive and professional	A bit stressful but ultimately very successful
Thanks for your help.	Very good
Well worth attending, would continue to advise clients to participate.	Great service - very satisfied
Excellent service.	Very helpful. Kept things fair and calm, not sure the agreement will work but happy to try.
Info that this is available to people pre-court.	Thank you
If court could provide copies of the process to the mediation service at point of referral.	Appreciate the atmosphere and facility which helped achieve an outcome.
Mediators were friendly and helpful. Unfortunately the respondent did not turn up but only spoke on the phone.	Very good mediation team.
Both mediators were great and understanding.	useful option available to parties in court
Do not think much more could have been done.	I think the service was fair and reasonable.
This is an excellent service provided and members of staff are helpful.	Helpful and friendly.
Time well spent.	Very helpful in helping situation to move forward.
Our thanks	None- service was excellent.
Good service	Mediators were fantastic - absolutely no fault to them as they were great.
Excellent service; the university should invest more in this service.	I am very grateful and cannot suggest any improvements.
Mediators very helpful	Very happy with service. Saved us going to court. Thank you very much for your time.
Incredibly helpful, would highly recommend this procedure.	helpful service, friendly and professional mediators

First UK Mediation Clinic Conference

Saturday 06 February 2021



Law Schools increasingly recognise the contribution of clinical legal education to the next generation of skilled and socially aware practitioners. This applies even more forcefully to the highly practical discipline of mediation, as demonstrated by the growing number of mediation clinics. The University of Strathclyde, home to one of the most established projects, is pleased to announce the first UK Mediation Clinic Conference on Saturday 6 February 2021.

The programme will include sessions on:

- The thinking behind clinical education
- Working with the justice system (courts and solicitors)
- The practicalities of founding a mediation clinic
- Remote mediation - online and telephone

There will also be opportunities to share best practice and we will hear from one of the pioneers of mediation clinics in the USA, Professor Carrie Menkel-Meadow. If you would like the conference to address other topics please contact Charlie Irvine on charlie.irvine@strath.ac.uk

Given the unpredictability of the COVID 19 pandemic, the conference will take a flexible approach. The physical gathering will be hosted in Strathclyde's spacious Insight Institute, allowing for social distancing. There will be an additional option of joining the conference by Zoom.