30 years of providing conflict resolution, and restorative approaches in Bristol and the surrounding areas
Our Vision

‘To ensure that everyone in Bristol and the surrounding areas has easy and equal access to relevant and usable restorative approaches and community conflict resolution services.’
Director’s Report

Bristol Mediation is delighted to be celebrating our 30th birthday in September 2017 since our humble beginnings in 1987, running a range of conflict resolution and restorative approaches in Bristol and beyond. You will see in this Annual Report a timeline of our work since 1987.

This year continues to be busy with another very rewarding first 9 months, with lots of new exciting developments and projects, showing increased confidence in our work. We have continued to provide a core neighbourhood/community conflict resolution service in Bristol, expanding more into the surrounding areas. This is also the second year delivering the Restorative Justice Service in South Gloucestershire and BANES in partnership with SARI (Stand against Racism and Inequality) as well as piloting a Homelessness Mediation Service specifically to work with 16/17 year olds at risk of being homeless.

2016/2017 also saw a continued high number of referrals to our neighbourhood conflict resolution service which has developed in the last few years to be a far more flexible model, responding to clients’ needs and offering more single party working, through a conflict coaching model.

We have developed and enhanced our training to housing teams and partner agencies to ensure that they feel confident in getting people to engage which has seen a bigger increase in the year of referrals for the neighbourhood project. Relationships have developed with an increase in referrals from other housing associations as well as additional self-referrals as people become aware of the benefits of our services and restorative approaches.

There have been a lot of changes in staffing in the past year. In the neighbourhood conflict resolution team we welcomed two new caseworkers, Jacqui Andrews and Sara Finning and then Amy Binns, with Ishshah Fleming moving into the role of Volunteer Manager from her

‘The mediators were very positive. It was a help with my wife’s anxieties knowing there was support from an independent source.’
previous position as Caseworker. We were also pleased to welcome James Lea to the team who was appointed Caseworker for the Homeless Service and Paul Holder continued his position as Restorative Justice Casework Coordinator. Nick Servantes offered additional volunteer admin support after attending a Mediation training course with us in 2016.

Whilst 2016/2017 has brought challenges to us as an agency, we continue to be energised with lots of additional developments in the pipeline which will take place in the coming year. We continue to be part of Restorative Bristol and have increased our networking and linking with other vital agencies in Bristol and the surrounding areas. This includes a successful collaboration with key partners in the city as part of the Hate Crime & Discrimination partnership which is a four-year funded service through Bristol City Council—Bristol Impact Fund which started on 1st July 2017. Through this we are working closely with SARI (Stand against Racism & Inequality), Brandon Trust, Bristol MIND, LGBT Bristol and Avon & Bristol Law Centre, enabling us to collaborate and achieve the best possible outcomes for everyone who reports hate crime or discrimination in the City of Bristol.

In addition we are delighted to be working with Avon & Somerset Police to lead Restorative Justice services across Avon & Somerset with a new service ‘Restorative Approaches Avon & Somerset—RAAS’. This builds from the experience we gained delivering RJ in South Gloucestershire and BANES and also the Bristol Neighbourhood Justice Team which commenced 1st June with additional staff members joining the team, as well as staff from the Avon & Somerset Police. This new streamlined service will build on current strengths and expertise, working in partnership to increase referrals and capacity.

We continue to support our volunteers with ongoing training, and in the past year we were able to run training courses with some free and low cost spaces available. We welcomed new volunteers to both the mediation and the RJ team as well as welcoming new members on our board of trustees.

All of the progress highlighted in this report would not be possible without the commitment, passion and professionalism of our staff and volunteers. They are our greatest asset and what enables us to continue to provide these vital services to people who experience harm or conflict in Avon & Somerset.

I would like to sincerely thank everybody who has worked together over the past 30 years to enable us to provide and develop this vital work. And thank you to our current volunteers who make it possible to continue providing these services. We are all very much looking forward to the developments that the next 12 months brings.

Jules Cox, Director
Welcome to Bristol Mediation’s 2016/17 Annual Review, our highlights of what we’ve been doing in the past year and the progress we’ve made.

The media often paints a picture of division in our society, and it seems easy for people to find cause for disharmony rather than unite behind the significant common ground that we all share. I’m proud of our role in resolving conflict, understanding and accepting difference and repairing harm; creating a better society for everyone to live in.

Our vast experience in this area as a trusted charity has allowed us this year to continue delivering neighbourhood mediation services in Bristol and the surrounding area, being selected to deliver restorative justice in Avon and Somerset, and partnering with five other charities to provide Hate Crime and Discriminations Services in Bristol. We continue to be trusted to work alone and in partnership, allowing us to help more people and have a greater positive impact.

I’m proud that we continue to innovate and seek new ways to resolve conflict and justice, to be a leading agency in understanding and exploring ways to bring communities together. A fantastic example of this was the successful project to explore a restorative approach to road sharing, showing that our method can really help people with strong opposing views to understand each other. Another example is the shop theft workshops, bringing young people arrested for shoplifting together with a police officer and shopkeeper to see the consequences of their actions, reflect on them and deter them from repeat offences.

I’d like to thank our Director, Julie, for all her effort this year and her successful development of our charity to continue being as relevant today as we were almost thirty years ago. Julie’s experience and passion continue to be the driving force of Bristol Mediation. As our charity celebrates its thirty years of age we’re rightfully looking ahead to what the next thirty years will hold, and how we can expand the reach and access to the support our services provide.

Ben Musty
Chair of Trustees
Our Volunteers

In the year 2016/2017 we have been working with 79 volunteers (49 mediators, 23 Restorative Justice practitioners and seven trustees).

Between all our volunteers in 2016/2017 they contributed over 7500 hours to provide mediation, conflict coaching and restorative justice services across Bristol and the surrounding areas as well as the vital input from our board of trustees.

In 2016/2017 we were able to run four paid mediation training courses and two Restorative Justice training courses and have welcomed 16 new volunteer mediators and 13 restorative justice practitioners.

We have also been able to provide additional training including:

- Three-day course in dealing with sexually harming behaviour
- Café model conflict coaching training
- Gender and sexuality awareness training
- Mentoring support for Mediation practitioners
- Mentoring support for Restorative Justice practitioners
- Complex and sensitive Restorative Justice training.
A Volunteer RJ Facilitator’s Perspective ...

“Two years ago, I trained as an RJ Facilitator with Bristol Mediation, and as soon I started working with the Restorative Justice team and accepting cases it became apparent everyone I worked with was special. This organisation was different to any I have worked with before.

The office staff, some of whom have longstanding experience, are extremely supportive and always freely give valuable input and assistance. I believe it would not be possible to practice, gain confidence or grow without their expertise. My co-facilitators are always a pleasure to work with; everyone is supportive and works hard to achieve the best possible outcomes for the harmed and the persons responsible, in often difficult circumstances.

The additional training has always been appropriate and excellent. I have learnt new approaches to different situations and boosted my skills and confidence. I believe this has helped me to achieve better outcomes for my clients. The group supervision sessions are extremely helpful; the case discussion, views, suggestions and experiences of other volunteers always offers valued and insightful support.

I have worked on many varied cases across the area, each one has unique components and challenges.

Some have been very time consuming, however all the work is very engaging, every case has provided learning and skills development. I have learnt everyone has a story to tell, for the victims it may be the wider impacts of the incident, for the person responsible it maybe a life lacking direction or control. When each tells their story to the other, understanding and healing is often achieved.

As part of the team I have developed, delivered and refined workshops to young people who have been caught shoplifting for the first time in Bath. We try to enable them to understand the wider impacts of their behaviour. I have especially enjoyed this work and so far not one attendee has reoffended. I firmly believe Restorative work is an Important contribution to the wellbeing of our community. I believe our dedicated team, staff and volunteers really do help to repair harm. For me it’s a privilege working with you.

Thank you!”

Fred, RJ Volunteer
In the year 2016/2017 the Neighbourhood Conflict Resolution/Mediation Service took 181 referrals with 135 of these becoming cases for conflict resolution support, working with over 462 individuals.

- 75.2% of cases we worked on were allocated to practitioners with clients being visited in their home or other nearby neutral venue.

- 37% of cases closed after having 1:1 conflict coaching/support sessions.

- 29% of cases we worked on led to a joint meeting or shuttle mediation between parties with 90% of these leading to greater understanding/some form of agreement being made.

- 79% of clients that we worked with reported an improvement at time of case closure.

- 67% of clients that we worked with reported feeling confident and equipped to deal with conflict 6 months later.

In 2016/2017 we signposted 35 of our clients to other agencies for additional support.

‘They still haven’t moved the neighbour but we are keeping self to self. Things have been really good and there’s a massive improvement.’

‘I feel so much happier. Thank you for listening. I’m very grateful to be able to express how upset I have been all these years and keeping it to myself. Thank you for being there for me.’
A Client’s Perspective …

“I never thought that I would one day seek help of this most valued organisation. And was advised by an officer in the Council to approach Bristol Mediation rather than resort to civil law.

I had moved into my new home and on day three suffered discrimination as an older disabled woman and was left feeling unwelcome. As time progressed things got worse and I was left feeling threatened and frightened in my own home. These problems were compounded by multiple surgeries over the years and my disability deteriorated. My despair was such that I began buying lottery tickets hoping to win so I could move.

My situation, despair and stress were so complex that I felt that no-one would be able to help. As soon as the volunteers from Bristol Mediation came into my home and my life, they recognised how stressed I was. Not only that, their skills and empathy shone through. Trust was quickly established and at the same time, elements of the mediation process emerged.

When people are involved in such conflict it is very easy to reach a point where the others peoples point of view is lost or obliterated and ideas become entrenched. Living in close proximity to people whose values are very different to my own makes life a nightmare and fear becomes too realistic.

The volunteers from Bristol Mediation with their unstinting support helped restore my self esteem and now I am able to leave my home without fear.

When the day came for the joint meeting I was nervous. There were ground rules to follow but these enabled frank points of view to be expressed in a serious and reduced confrontational manner. I think the two people listening to my series of events were unaware of the constant and relentless issues I and my family had suffered over many years.

Following the meeting, I was emotionally drained. This took some time from which to recover however the important outcome was being able to live in my home without fear. I also recognised that with some people their characters are well formed and I am not in a position to change that. I have my own life to live.

I will always remember Bristol Mediation who offer their help and service freely; their humanity their openness to listen, their impartiality at the meeting and their unstinting support! May this valued Bristol initiative continue helping people who have reached very low levels of despondency.

In this current day, with such divisiveness in society, Bristol Mediation is needed even more!”

I wish everyone the very best

(Client who had conflict coaching, leading to a joint meeting)
1987
Small group of Quakers in Bristol, after witnessing St Paul's riots, decided to plan a general community dispute mediation project for Bristol.

1988
- Funding sourced from trusts, Quakers and other Grant Givers.
- Newham Conflict & Change arrange demo of neighbourhood mediation in Bristol.

1989
- First three Bristol Mediation mediators trained and first mediation case received.
- Developing Skills in Conflict Resolution and Mediation training programme launched.

1990
- Bristol Mediation incorporated.
- First training course runs to train volunteers.
- Three year funding secured from Bristol Safer Cities for Neighbourhood Mediation Service.

1991
- Noise Counselling Service Starts.
- 27 Volunteer Mediators now trained.
- Funding secured for conflict resolution service working in schools in Southmead.

1992/1993
- Southmead project starts—interagency and neighbourhood project.
- BBC Screens - The Noise Man—documentary about the noise counselling service.

1994/1995
- Schools ‘Peer Mediation’ Programme starts.
- Noise counselling service comes to an end.
- Neighbourhood service receives funding from Bristol City Council.
- Peer Mediation training starts at schools in Bristol.

1996/1997
- Interagency/Southmead Project comes to an end.
- 3 year Volunteer Development Programme launched.
- BM Moves to Alexander House, Baldwin Street.
- Training Consultancy Service launched.

1998
- Voices Project funding secured for three years.
- Drop-in established at Citizens Advice Bureau.

1999/2000
- On track programme starts working with young people at risk of offending.
- SEN Pilot Mediation service starts in Bristol & South Gloucestershire to resolve issues between parents and LEA’s.

1991
- Noise Counselling Service Starts.
- 27 Volunteer Mediators now trained.
- Funding secured for conflict resolution service working in schools in Southmead.

1998
- Voices Pilot launched (Working with victims/offenders in Conference Scheme).

2001
- On track programme starts working with young people at risk of offending.
- SEN Pilot Mediation service starts in Bristol & South Gloucestershire to resolve issues between parents and LEA’s.

2002
- SEN Pilot Scheme comes to an end.
- Weekly Quarrel Shop set up in Knowle West (Looking at conflict/neighbor disputes and impacts on peoples health).

2003
- Prison project pilot comes to an end.

2004
- Cuts to funding require reduction to number of neighbourhood services.
2003
- Prison project pilot commences (working with prolific offenders)

2004
- Cuts in funding and recommendations reduce BM to its core service

2005
- Resolve & Repair Project starts (working with looked after young people and young offenders, providing victim/offender mediation)

2006/2007
- Restorative Justice Prison Project commences at HMP Horfield
- BM moves from Baldwin Street to Easton, Bristol

2010
- BM changes its logo and strapline to ‘talk it through’
- BM, in partnership, starts providing mediation services to those at risk of homelessness
- Due to funding cuts BM moves to smaller unit in Easton Business Centre

2011
- BM appointed as hub of Restorative Bristol
- Funding cuts result in restructuring of management

2013
- Filwood Neighbourhood Drop in established
- Two Year Grant agreement funding received from BCC

2015
- Bright Outlook develops to be Bristol wide with funding secured for another year
- Road Sharing a restorative approach commences
- North East Restorative Approaches Project commences—working in partnership with SARI to deliver RJ in Sout' Glos and BANES.

2016
- BM secures funding to run homeless mediation service focusing on 16/17 year olds and their families
- Bright Outlook and Road Sharing Projects come to an end due to funding finishing

2017
- Restorative Approaches Avon & Somerset (RAAS) commences—leading RJ across Avon & Somerset in partnership with A&SP
- BM joins Bristol Hate Crime & Discrimination Service funded for four years
- BM moves to larger premises within Easton Business Centre
North East Restorative Approaches Project

In 2016/2017 we were awarded another 12 months of funding from the Office of the Police Crime Commissioner to continue to work in partnership with Stand against Racism & Inequality (SARI) providing restorative approaches in South Gloucestershire and BANES. This year saw an increase in referrals to this service with 54 cases working with over 160 individuals in addition to 30 young people who attended the Shop Theft Workshops. In October 2016 we were delighted to be awarded the RSQM (Restorative Service Quality Mark) by the RJC working in partnership with Avon & Somerset Police.

“Never Again” Restorative Shop Theft Workshop

Following discussions with Bath & District Crime Reduction it was clear that local businesses were not satisfied with the Community Resolution delivered to first time shop lifting offenders. It was felt there was no further learning or for the offender to take responsibility for their actions.

Therefore it was agreed that we would run workshops based on similar practices set up in Bristol and Brighton; where a small number of youths attend with a parent/guardian to discuss their offence in a group setting with the structure of a restorative meeting; encouraging discussion on effects of the offence on the individual, their family, friends and the local businesses.

Two of our facilitators ran the first workshop in May 2017 with a Police Officer and, since then, another five have run with 30 young people attending. Having a Police Officer in attendance offered an educational stance to the process, where they can explain the consequences for offending behaviour and what could happen the next time if their behaviour continued.

The workshop had some really positive outcomes, with positive feedback from both young people and their parents. For many of the families, what is deemed as a low level offence had huge repercussions on life at home, at school and also in their hopes for the future. The chance to speak openly about what had happened and to repair the harm with their families was hugely beneficial and emotionally relieved pressures for all affected.

In some cases it was identified that factors influencing behaviour needed additional support, eg mental health and drugs. Facilitators of the workshop were able to signpost and refer individuals to other support services which attendees, in particular parents, found useful.

Following the workshops we were able to look at potential reoffending rates for these young people. Of all the young people who attended there has been a 0% reoffending rate—none of the attendees have been caught shoplifting since attending the workshop.

“I’m happy that I apologised for my actions and I’m happy that the people I was with were understanding”

Young person attending ‘Never Again’ Shop Theft Workshop
"After a break in at my property and the theft of my car, I was left with many unanswered questions including why me and what could I have done to prevent this happening? Some time after the incident was reported, I received a call from the restorative justice team. From this, I found out that an individual had admitted to carrying out this and other burglaries and following a trial, was now in prison serving a custodial sentence.

Two volunteers from the team arranged to visit me to explain the restorative justice process and asked whether I would like the opportunity to meet the offender. Having considered this carefully, I agreed to meet the individual involved in the hope that this would help both him and me move forward. The two volunteers did an excellent job in preparing me for the meeting, including helping me to understand the background to the crime and how the meeting would operate.

The prison visit was an interesting experience and whilst I was a little nervous in meeting the person involved, it proved to be a valuable session for the both of us. I was able to get answers to my questions and find out more about the individual and their motivations. The offender was genuinely remorseful for the incident and seemed to benefit from hearing first hand the impact of their actions.

I would certainly recommend others considering the restorative justice process to take up the opportunity. The process is safe, well organised and has helped me to get closure following the incident. I believe that meeting the victims of crime makes offenders take more responsibility for their actions, which in turn means they are less likely to commit further crimes in the future."

96% of victims in 2016/2017 feedback that they were very or highly satisfied with the service that they received from us.

'I spoke, you listened, he listened and he seemed to understand. It felt good to be heard.'
We have offered a service, working in partnership with other agencies, to people at risk of homelessness since 2011. However in 2016 we received funding from Bristol City Council to run a pilot project working with young people at risk of homelessness and their families. This service was available for:

- 16-17 year olds living at home
- 16-21 who are care leavers
- 18-21 with additional support needs
- 22-24 year olds with learning difficulties, disabilities or other vulnerabilities.

This service worked to reunite young people with their families, to help young people and their families/carers work towards improving their relationships and facilitate a return home where appropriate.

This service started in November 2016 and following a number of briefings to potential referring statutory/voluntary agencies in the city, referrals started to come in. In 2016/2017 we received 25 referrals working with 63 direct beneficiaries.

‘It helped me to communicate better with my Mum and to talk about stuff that was difficult.’
Young person who received 1:1 support

‘When there are arguments I learnt to take a breather before jumping in. You have helped to make things better for me and my Mum at home.’
Young person/family who had 1:1 individual support and a joint meeting
15

76% of the referrals we worked on were allocated to practitioners with young people/families being visited at home or other preferred venue.

32% of the cases we worked on led to improvements in relationships with the young person returning home or remaining at home.

10% of the cases we worked on led to improved relationships while the young person remained away from the family home.

‘It felt good to be heard. I needed someone to listen to me.’
Young person who received 1:1 conflict support

‘It really helped. At the time things were difficult and you helped unite us.’
Parent who received 1:1 support and a joint meeting

Bristol Young People’s Homeless Mediation Service

'It felt good to be heard. I needed someone to listen to me.'
Young person who received 1:1 conflict support

'It really helped. At the time things were difficult and you helped unite us.'
Parent who received 1:1 support and a joint meeting
### Financial Summary, Funders and Partners

For Bristol Mediation’s full audited accounts please visit www.charitycommission.gov.uk

<table>
<thead>
<tr>
<th>Total income and resources</th>
<th>£195,371</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charitable Activities,</td>
<td>£70,288</td>
</tr>
<tr>
<td>unrestricted funds</td>
<td></td>
</tr>
<tr>
<td>Donations and Fundraising</td>
<td>£10,535</td>
</tr>
<tr>
<td>Investment Income</td>
<td>£120</td>
</tr>
<tr>
<td>Charitable activities,</td>
<td>£114,428</td>
</tr>
<tr>
<td>restricted funds</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Yearly Expenses</th>
<th>£175,654</th>
</tr>
</thead>
<tbody>
<tr>
<td>Charitable Activities,</td>
<td>£58,728</td>
</tr>
<tr>
<td>unrestricted funds</td>
<td></td>
</tr>
<tr>
<td>Charitable activities,</td>
<td>£115,081</td>
</tr>
<tr>
<td>restricted funds</td>
<td></td>
</tr>
<tr>
<td>Governance</td>
<td>£1,845</td>
</tr>
</tbody>
</table>

We would like to thank the following organisations for their core support of our work:
Bristol City Council and the Office of the Police Crime Commissioner for Avon & Somerset

**Our Partners:**

We would like to thank all of our clients that have donated as well as the following organisations who fund our work: Dame Violet Wills Will Trust, Rotary Club Bristol, The Alec van Berchem Charitable Trust, The Nani Huyu Charitable Trust, The Oliver Morland Charitable Trust, Wessex Water.
Our Volunteers

Volunteer Mediators

Abdullahi
Adam
Adriana
Agnieszka
Amanda
Amy
Anna H
Anna R
Annali
Arabella
Chris
Connor
Cordelia
Elina
Emma
Eva
Evia
George
Hamish
Hannah
Helen
Hsingkai
Ina
Ishshah
Isobel
Jacqui
James
Jane
Jem
Jen
Jez
Jules
Justin
Kate
Lorraine
Lee
Liz B
Liz H
Lucy
Marian
Meredith
Nancy
Nicole
Paul F
Paul K
Pat
Peter
Rachel
Richard
Robin
Ruth
Saed
Tony
Val

Volunteer Restorative Justice Facilitators

Barbara
Chloe
Debbie
Deborah
Donna
Fred
Hamish
Imogen
Ina
James
Jess
Jo
Joanne
Julie
Kirsty
Monika
Naomi
Peter
Rhian
Sibusiso
Sean
Tracie

Marian, one of our founders and longest standing volunteers receiving her special achievement award in 2017 from Jules Cox (Director) and Ben Musty (Chair - Trustees)
Staff Team 2016/2017

Jules Cox—Director
Steve Marsden—Finance/Admin Officer
Hannah Pepper—Senior Caseworker
Ishsha Fleming—Volunteer Manager
Jacqui Andrews—Caseworker

Sara Finning—Caseworker—(Left 2016)
Amy Binns—Caseworker
James Lea—Homelessness Caseworker
Paul Holder—RJ Coordinator
Nick Servantes—Admin Assistant

Volunteer Trustees

Ben Musty—Chair
Andy Mullet—Treasurer/Secretary
Richard Drake
Neil Maggs
Ian Budd—(Joined Oct 2016)

Dawn Appleford—(Joined March 2017)
Carmen Arnaiz—(Stepped down Mar 2017)
Jessica Hughes—(Stepped down Jan 2017)
Victoria Lloyd King—(Stepped down Oct 2016)
Tim Wilson—(Stepped down March 2017)