

Mediation and Support Coaching Services during the Coronavirus Pandemic.

Although, in accordance with Government guidelines on social distancing, they are not able to meet clients face to face, they can offer coaching and support to clients referred for mediation, either by phone or online. More details about individual services are set out below.

Therefore, please continue to refer cases if your clients are willing by completing the online referral forms on our website www.mediationsurrey.org.

If you have any queries please do not hesitate to contact them on: tel : 03301 340 260 or email: info@mediationsurrey.org,

Support coaching

Clients referred to ASB Victim support coaching service will receive the usual assessment phone call to explain the service and explore their needs. During this call the casework co-ordinator will ask the client their preferences between receiving coaching online or on the phone, and what applications they are familiar with or willing to try (e.g. Microsoft Teams, Zoom etc.).

The co-ordinator will also send the client (by email or photograph) our written guidance for coaching clients on using telephone/online coaching.

The co-ordinator will then allocate the case to a coach who can deliver coaching sessions by the client's preferred method. We continue to offer between one and three sessions per client.

Intergenerational Mediation

Surrey Mediation recognise that the impact of Coronavirus (being confined at home, financial impact, reduced access to support outside the home) may be placing an additional strain on family relationships which were already difficult. They want to continue to support families referred to their Intergenerational mediation service during this period. They do not think it is advisable at this point to meet with all members of the family at the same time via an online video session (such as Zoom) as the numbers of people involved make it difficult for their mediators to ensure the session is a safe and constructive space for everyone.

However their mediators will speak to individual members of the family separately and support them all to develop strategies to reduce and manage conflict and communicate positively, with a view to bringing the family together once restrictions on meeting are lifted.

The service will send out guidelines to family members on arranging these sessions to make sure they gain the most benefit from them.

Community Mediation (neighbour disputes)

Clients referred to mediation will receive an initial phone call from a casework co-ordinator to find out more about the situation and explore their needs. During this call the casework co-ordinator will ask the client their preferences for contact with their mediators either online or on the phone, and what applications they are familiar with or willing to try (e.g. Microsoft Teams, Zoom etc.).

The co-ordinator will also send the client (by email or photograph) our written guidance for mediation clients on using telephone/online services.

The co-ordinator will then allocate the case to two mediators who can deliver sessions by the client's preferred method.

Their initial focus is on working with clients individually to calm the situation down and with a view to bringing them together face-to-face once restrictions are lifted. If more support is needed in the interim, clients can be referred on by the mediators to our support coaching service.

