



Lambeth **Mediation** Service



**Annual Report  
2011-12**

# Chair's Report



If LMS had looked forward to a quiet 2011, the summer riots ensured this would not be the case. However, conflict is rarely wholly negative, and these particular clashes provided fertile ground for reconciliation, with the chance to sow the seed of resolution on the roots of restorative practices.

LMS has since continued to grow its services to meet the evolving needs of the times and its users. Community mediation remains at the core of the service, and we anticipate this will continue as community and personal stresses increase tension in these difficult times. We are now taking dispute resolution into the community through locally based conflict surgeries, aimed at heading off problems before they even reach the stage of requiring mediation.

The relationship between mediation techniques and restorative approaches to conflict resolution and victim-offender work has been recognised and marked by the Service's expansion into the area of Restorative Justice (RJ), with funding secured this year for the post of RJ Co-ordinator, and the project now successfully underway. The Schools Conflict Resolution and Peace Ambassadors projects will continue, and can only support the extension of mediation awareness into

new sectors of the community to which LMS remains committed.

We are extremely grateful to our current and recent funders – Lambeth Council; Lambeth Living; Community Safety; the Monument, Tudor, and City Bridge Trusts, Lambeth PCT, Family Mosaic and London & Quadrant; and Lloyds TSB, whose invaluable contributions have meant we've been able to continue our charitable work while building initiatives to make us sustainable in the longer term.

A big thank you also to the members of the Management Committee and other volunteers for their hard work, in particular Liz Urban, who stepped in to provide interim cover for senior management functions on a voluntary basis when two of our long-standing staff members, Jai Jayaraman and Anthony Ferguson, moved on to organisations working in other areas of conflict resolution. We wish both well in their future careers and thank them for their contribution to LMS. I would also like to thank our Managing Director, Maria Veerapen, for the professionalism that she has brought to LMS and for the impressive transformation of the organisation that she is leading.

*Mark Stiebel*

## Financial Overview

	2012	2011
Incoming Resources	£111,597	£155,823
Total Expenditure	£119,479	£149,175
Net Income	(£7,882)	£6,648
Balance Brought forward 1 April 11	£144,708	£138,060
Balance Carried forward 31 March 12	£136,826	£144,708

# Managing Director's Report

The power of mediation is evidenced by the results of the last year, with 93% of the disputes LMS mediated reaching agreement. Mediation is increasingly being recognised as a compelling alternative to court proceedings. We follow up with parties after mediation, and achieve satisfaction rates of over 80%.

One of London's first and most highly regarded mediation services; LMS has a diverse body of over 50 skilled and experienced mediators, restorative justice practitioners and administrative staff who ensure the effective provision of our service. We are committed to building on our 23 year history and significantly growing the number of disputes that we resolve.

With a deep commitment to the community we serve, we are undergoing a transformation to further optimise our impact and reach, and enhance the levels of professionalism with which we operate. We have recently renovated our offices and implemented a range of measures to manage risk, augment service levels and reduce costs.

A further exciting development is the increased use of restorative justice. As part of a Ministry of Justice

initiative, we have been testing the use of Neighbourhood Justice Panels to deal with conflict and low level crime, in partnership with Lambeth Community Safety. The panels allow a person harmed to meet with their harmer in a safe environment to discuss what can be done to make things better. Government research shows that restorative justice reduces re-offending more effectively than prison sentences, and in 85% of cases victims are satisfied with the outcome. The business case is strong, and for every £1 spent on restorative justice, £9 is saved within the criminal justice system.

As we conclude this successful chapter, I would like to thank our mediators for their exceptional skills, our administrative staff for their passion for best practice, Mark Stiebel and our Management Committee for their commitment, and Liz Urben for her valuable support. Most importantly, I would like to thank our partners and funders for their belief in our service. It is a privilege to be entrusted with fostering positive relationships between neighbours, colleagues, family members and in schools.

*Maria Veerapen*



## Maggie Hampton Service Co-ordinator



Maggie Hampton joined Lambeth Mediation Service in June 2012 as Community Mediation & Restorative Justice (RJ) Co-ordinator. Prior to this she had had over 13 years experience working with young people and adults in the community with the national charities Crime Concern and Catch 22 in East Anglia, initially working with young offenders by facilitating victim/offender mediation and other restorative interventions. She then spent 7 years developing the community mediation services offering a countywide service in both Suffolk and Norfolk.

Maggie is a skilled RJ practitioner, well used to delivering mediation and training in schools, children's homes and youth offending teams. She is additionally an experienced community mediator and trainer in both neighbour and community disputes, such as occur between businesses, parish councils, leisure centres and different housing associations sharing the same estate.

Also trained in victim/offender mediation, restorative and family group

conferencing and "Train the Trainer", Maggie has most recently updated her RJ facilitation skills in preparation for the Neighbourhood Justice Panels.

*"I now say good morning to my neighbours if I see them in the street – I was very happy with the Service"*

*"The mediation was very useful - in future we won't need a third party as we can now speak together"*



# Neighbourhood Justice Panels

While community mediation still forms the core of its work, LMS also promotes the wider use of mediative approaches in other areas, such as schools, and youth conflict. The resulting expertise within the LMS volunteer body is now facilitating expansion into Restorative Justice (RJ) initiatives in the borough, giving victims and offenders the chance to repair damage through restorative approaches.

The Ministry of Justice is the driving force behind Neighbourhood Justice Panels on behalf of the government. This is a two year pilot and Lambeth and Islington are the two areas in London among 15 pilots throughout the country. The Panels are a restorative justice intervention dealing with anti-social behaviour and low level crime.

The project is being funded locally by Community Safety and Lambeth Living. The "victim" and "offender" meet together with trained volunteer facilitators to discuss the impact of the behaviour, who has been affected and how to repair the harm caused. Previous NJPs of this type show a high amount of victim satisfaction and a reduction in offending rates.



Eleven volunteers have been trained to become RJ facilitators managed by Maggie Hampton, RJ Co-ordinator for LMS.

Maggie says: *"This is an exciting new initiative in Lambeth which will give victims a voice and enable them to ask questions of their "offender" in a safe environment. This type of mediation can be very powerful and can provide a positive way forward for everyone involved. We have been rolling out*

*the project since August to Lambeth Living and other housing associations and have been working closely with Community Safety and the Police."*

Further information about Neighbourhood Justice Panels is available from Maggie Hampton.





# Registering as a Restorative Practitioner

*by Deirdre Leask*



The Restorative Justice Council has now established a Register of Restorative Practitioners. This is being welcomed by the government, Victim Support, the Youth Justice Board, and many mediation services since registration enables skills, knowledge and practice of mediation in a wide range of settings to be formally evaluated and recognised.

Experienced mediators/restorative practitioners can apply to become Accredited Practitioners - with name and details on the Register, membership of the Restorative Justice Council, regular information from the RJC and reduced price conferences/training events - through the "passport route". This involves submitting at least two case studies showing knowledge in and use of each skill area; the ability to assess and prepare parties for mediation, and to facilitate a direct mediation and evaluate the work. I worked on my own studies (including one LMS case) for the last year.

The registration process is hard work, but provides a great way to reflect on your own practice. The required skills, knowledge and experience are mapped out by the RJC in their

National Occupational Standards, and have been drawn up by mediators and restorative practitioners, so many of them are very familiar – LMS training set me up very nicely for this!

The National Standards thoroughly validate our LMS practices - at last it seems the patient, careful, sensitive, highly skilled processes that LMS volunteers go through with disputing parties can be properly recognised. I have just submitted my application and fully expect to be 'referred' for three months, if I haven't covered certain skills/knowledge well enough! I don't mind, however, because the learning process of completing the application is fantastic!

Have a look at the RJC website – and have a go at registering! There is help and support available to applicants from Linda Millington of the RJC, and - if a wide range of practitioners join the Register - it will become a well known and respected resource, which can only benefit mediation/restorative practice in general.



# LMS Mediator wins European Restorative Justice Award



Beyond borough boundaries, the work of one LMS volunteer mediator in particular gained international recognition in 2011, when the European Forum for Restorative Justice (EFRJ) made Dr Martin Wright only the second ever recipient of its award for 'outstanding contributions to restorative justice', graphically marking his extensive catalogue of academic and practical work and advocacy in the field. Martin was a founder member of the EFRJ (established in 2000). From its base in the Belgian University of Leuven, and now with members in many European countries, the Forum promotes RJ through biennial conferences and summer schools across the continent. Special projects have centred on Victims and Restorative Justice, Conferencing, Mediation and Restorative Justice in Prison Settings, and Restorative Justice and Crime

Prevention. With a valuable background as both former Director of the Howard League for Penal Reform, and Victim Support Policy Officer, Martin continued as a valued Board member for several years while also co-editor and contributor to publications such as *Rebuilding Community Connections* - Mediation and Restorative Justice, and *Images of Restorative Justice Theory* (2007). He is still a member of the editorial board of the Forum's Newsletter, has spoken at conferences in several European countries, and took part in an Anglo-Polish exchange under the auspices of the British Academy in 2004-6.

Martin says: 'I was surprised and delighted to receive this award, although I am conscious that I am only one of a group which has worked to promote restorative justice in Europe. I have much enjoyed working with like-minded people and going to interesting places which I wouldn't have seen otherwise: for example, I went to Ukraine to speak at a conference, though it was postponed because of the Orange Revolution; while a visit to Moldova included a wine-tasting and dinner 60 metres underground. I hope that we can develop the restorative ideal and spread it more widely through

our societies and especially schools. I would encourage LMS and its members to become part of this movement by joining (see [www.euforumrj.org](http://www.euforumrj.org)), especially as they make things easy for us by using English as their working language.'

*Martin Wright's latest publication is 'Towards a Restorative Society'. Available from the Restorative Justice Council.*



# Community Mediation



Always at the heart of the service, community mediation referrals direct to LMS in 2011-12 held fairly steady again (rising by one up to April in 2012), with cases ending in mediation up slightly at 44; a rise of about 3% on the previous year. This maintains an upward trend evident since 2007, with 41 of these 44 resulting in a written agreement between parties.

The number of cases with only one party willing to mediate was similar to that in 2010-11, but for the first time, LMS was able to offer organised support to those in this position too. Our new, locally based Conflict Surgeries now provide additional reach direct into communities, and deal with mediation needs presenting in a slightly different way, channelling disputes through the more regular mediation model where required while providing parties or individuals with alternative solutions where necessary. The result has been a much larger rise in community access to mediation in various forms than evident from the mediation total illustrated, plus an avenue to support and advice for those whose neighbours are unwilling to engage in mediation with them.

Other things have stayed similar - the main presenting cause of most referred disputes continues to be noise at 60%, though neighbours are often acknowledged not to be entirely at fault - many disputants cite contributory poor building structure, and the quality or lack of insulation/sound-proofing. Laminate flooring continues to recur as a cause of distress for those underneath, however nice it looks on top! But while financial circumstance may prevent carpet being laid, it can greatly ease tensions to find that the neighbours are willing in principle.

The next most prominent issues were harassment (8%) and damage to property at 6%. It was notable, though, how wide the spread of other presenting issues was in 2011-12, with only 1 or 2 cases under a number of headings. Rubbish had caused many fewer disputes than in 2010-11, as had children.





With the 2010 and 2011 intakes of volunteers now experienced mediators, with some extending into new LMS work in Restorative Justice, we will recruit our next cohort over the next year to help continue these improvements of our service. Thanks to all our volunteers for contributing time and effort, skills and dedication in making LMS what it is today, and making Lambeth a more peaceful community than it would otherwise be.

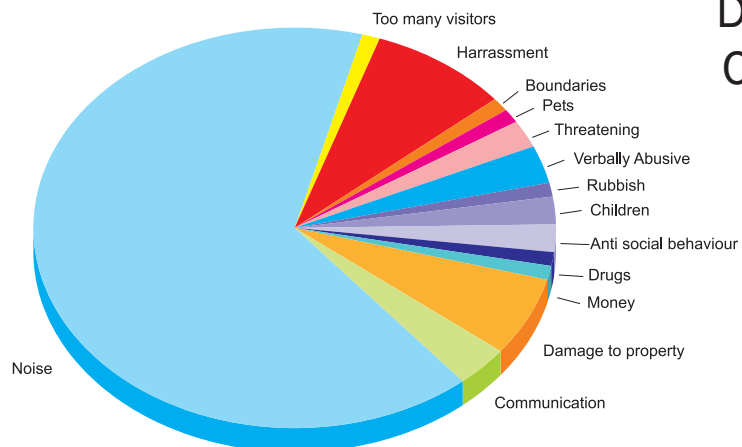
Faith Moore



*“I would recommend mediation to others -  
I am so happy with the outcome”*

*“We have stuck to our agreements, which  
has led to peace and a more reasonable  
relationship – the whole thing was very  
positive”*

*“Mediation has been very helpful. I can now  
pass the time of day with my neighbour!”*



## Peace Ambassadors

Lambeth Mediation Service ran its first Peace Ambassadors Programme in early 2011, training local people wishing to manage community conflict effectively by strengthening relationships between - and improving relations across - diverse groups in the local community.

Though subsequent funding has yet to be secured for the programme's continuation, individual members of the group have since been able to use their new knowledge and skills both with LMS in related areas of Alternative Dispute Resolution - community mediation casework, conflict surgeries, and the new Restorative Justice Panels - and to improve relationships in their own lives and communities.

*"Excellent evening – a real mix of Lambeth people – a lot of passion in the room for the common good. People listened, didn't always agree, but always courteous. Very positive. Thank you."*

*"I have had the opportunity to air my views and to hear that of others. It has brought out interesting points which I had not considered before."*



*"A very worthwhile meeting that gave us hope."*

# Going for Gold with LMS Volunteer

*LMS mediator Charis Beverton writes on the pluses of extending the voluntary ethic into different areas of life after the Olympics this year.*

Volunteering was put under the spotlight like never before during the Olympics and Paralympics Games of 2012. Pink and purple were beamed into a billion homes across the globe. People were stunned by just how nice, friendly, welcoming and helpful the Brits (and more particularly Londoners) can be. None more so than the Brits themselves!

On my way to an event one morning, wearing my uniform in preparation for the 4pm – 10pm shift, a man stopped me to describe how proud he was of the city, of the athletes and, mostly, of the volunteers. I encountered that pride, that enthusiasm for the Games and more particularly volunteering, throughout the two weeks I volunteered as a London Ambassador.

My role as a London Ambassador was to act as a point of information for all the new (and frequently first time) visitors to London. Team London Ambassadors were based in and around venues, at transport hubs and popular London destinations. There

were some long hours, some repetitive questions but I think universally all volunteers enjoyed themselves, were delighted to be part of the experience.

The challenge now is to capitalise on the support and enthusiasm for volunteering, amongst the Olympic volunteers themselves (many of whom were new to volunteering) and amongst the general public. Organisations like LMS - which relies on the skills and time freely contributed by its many volunteers, and has done so for more than 20 years – can already testify to the value that volunteers contribute

to community well being. But as with sports activities at all levels, sometimes even bigger benefits are felt by those taking an active part.

I've been a volunteer mediator for 6 years but without volunteering infrastructure (i.e. funding and all those based in the office!) it would be impossible for me to continue. The London 2012 Olympics and Paralympics showed what it is possible to achieve with adequate financing and support. I very much hope London will take up the baton!



## Volunteers / Consultants

Adeela Rashid  
Alexandra Spencer  
Alexandra McAdam Clark  
Becky Midlane  
Beverley Varra  
Cathy Warren  
Charis Beverton  
Claire Weir  
Claudette Hulsman  
David Obaze  
Dawn Ebanks  
Deirdre Leask  
Dora Nwafor  
Eugenie Small  
Fay Mohamadi  
Franca Ubogagu  
Hamish Low

Harry Lindsay  
Jan Knight  
Jane Cooksey  
Jennie Russell  
Jorge Valls Fantova  
John Farr  
Judith Blake  
Kate Beales  
Kate Gray  
Kate Jackson  
Leslie Bastien  
Lilma Braithwaite  
Liz Urben  
Louise Engleman  
Martin Wright  
Michal Komirski  
Michael Meaney  
Monica Morris-Jarra  
Nicole White  
Patrick Esson

Paul Brown  
Paul Henry  
Pauline Anguin  
Pauline Wilson  
Rebecca Smith  
Rebecca Kubu  
Reetu Sood  
Richardo Richardson  
Sandy Teli  
Sean McGovern  
Sherileen Lambert  
Simon Barry  
Simon Pook  
Soma Sengupta  
Sonia Reid  
Sue Richards Gray  
William Williams  
Yvonne Joseph

*Note: The above information is as of  
December 2012*

## Management Committee

Mark Stiebel  
Liz Urben  
Catriona Robertson  
Pauline Anguin  
Sandy Teli  
Alexandra Spencer  
Sonia Reid (*until February 2012*)  
Martin Wright (*until February 2012*)  
Lavinia Shaw Brown (*until February 2012*)

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## LMS Staff

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## Partners / Funders

The Monument Trust • Community Safety • Lambeth Living • Lambeth Council •  
Trusthouse Foundation • Lloyds TSB • Tudor Trust • City Bridge Trust •  
Lambeth PCT • Family Mosaic • London & Quadrant

*For further information regarding Workplace Mediation, Community Mediation,  
Restorative Justice, Conflict Resolution Training or Individual Coaching please  
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