



BACKGROUND INFORMATION

Mediation Bucks provides a community mediation service to residents in the administrative county of Buckinghamshire and the surrounding areas. It was formed in 2002 by the amalgamation of Wycombe Mediation Service and Vale Mediation, each of which had been in existence for 5 years. In 2021 we celebrated 24 years of community mediation in Buckinghamshire. Mediation Bucks is a Company limited by guarantee and a registered charity.

Casework

There are two strands to the community mediation service provided: neighbour mediation which has the largest caseload and our 'Room to Talk' service which offers inter-generational mediation within families. We also mediate civil and workplace cases. During the calendar year 2020 we received 240 referrals, either from referring agencies or directly from clients.

Mediators

Our team consists of 36 mediators, all of whom are volunteers, and who have undergone training in Community Mediation Skills either at Mediation Bucks, or to an equivalent standard elsewhere. We provide both individual and group supervision to help maintain service standards.

The Trustees

The Trustees have monthly Board Meetings with an Annual General Meeting usually held in November. There are currently 5 Trustees, who are also Directors of the Company.

The Staff

As well as the development officer, the staff members are:

- a casework manager responsible for the smooth running of our mediation service for referrers and clients.
- a contract supervising mediator, responsible for providing individual and group supervision for volunteer mediators, and providing mentoring and support to the mediator team.

The Office

The leasehold office premises are on the first floor of a small block of shops close to the bus station and Eden shopping centre in central High Wycombe. There are 2 car parking spaces allocated to Mediation Bucks at the rear of the building. The premises consist of a main office area, a smaller rear office, and a meeting room which is large enough to hold mediation sessions or Board meetings.

We have a small IT network of 3 pcs and 1 laptop computer. We use both MS Office applications and a FileMaker database – InterMediate – which is a purpose-built system dedicated to community mediation casework.

Funding

Our core funding is provided by organisations in the county who refer clients (either directly or indirectly) for mediation. These include Buckinghamshire Council, 3 housing associations, and Thames Valley Police. We also get an income from Civil and Workplace mediation cases.

Further details on all aspects of our service will be found in our Annual Review which is on our website www.mediationbucks.org.uk.