

**CITY BOARD
22 AUGUST 2013**

ITEM A7

CLOSURE OF IN HOUSE MEDIATION SERVICE

Report of the Acting Chief Executive

1. SUMMARY

This report is to inform the City Board of the current provision for in-house mediation within Derby Homes and of the changes to the service and staffing arrangements.

2. RECOMMENDATION

- 2.1 That the mediation function within Derby Homes is managed at a low level by housing officers in partnership with the Police and higher level cases be outsourced.
- 2.2 That Derby Homes runs low level mediation using staff and partners (as it has since December 2012).
- 2.3 That the City Board supports the management decision to delete the post of the Resident Involvement & Mediation Officer.

3. MATTER FOR CONSIDERATION

- 3.1 Derby Homes had been running an in house Mediation Service from September 2011 through to December 2012.
- 3.2 The position Resident Involvement & Mediation Officer sat within the Resident Involvement team. It's purpose was to support housing staff within their roles and to allow opportunities for customers to be volunteers who would provide low level mediation.
- 3.3 A Mediation Officer was appointed in September 2011. They provided training on carrying out low level mediation to housing officers and volunteers.
- 3.4 Delivery through volunteers was very challenging, due to volunteer commitment issues, thus resulting in cases sometimes dragging on, due to missed appointments.
- 3.5 The Resident Involvement & Mediation Officer went on maternity leave in December 2012. A recruitment drive was done, but, was unsuccessful in finding the right candidate appointable to the position.
- 3.6 Since December 2012 low level mediation cases have been facilitated by housing staff in conjunction with local Police officers.

- 3.7 Where there is a requirement for high level mediation, we would purchase this from Mansfield Mediation on a case by case basis. Since September 2011, we have not had to buy in any high level mediation services.
- 3.8 The Resident Involvement & Mediation Officer will be relocated into a new role on return from maternity leave.
- 3.9 That the management of mediation falls within the Anti Social Behaviour team.

5. FINANCIAL AND BUSINESS PLAN IMPLICATIONS

Delivery of mediation services this way is an effective and efficient method, aligning with our strategic objectives of partnership working.

6. PERSONNEL IMPLICATIONS

These proposals have been discussed with the staff affected.

7. EQUALITIES IMPACT ASSESSMENT

- Does this report affect the delivery of a service Yes / **No**
- Has an Equality Impact Assessment been completed Yes / No (please attach as appendix)
- If no Equality Impact Assessment has been completed please provide a summary of the equalities implications

The areas listed below have no implications directly arising from this report:

Legal and Confidentiality
Council
Personnel
Equalities Impact Assessment

If Board Members or others would like to discuss this report ahead of the meeting please contact:

Author: James Joyce / Resident Involvement Manager / 01332 888766 /
jim.joyce@derbyhomes.org

Background Information: None

Supporting Information: None