

Mediation for Vulnerable Clients and Those with Additional Needs

Our practice in health, education, housing, Social Services and the third sector has given us an awareness of the wide range of people for whom mediation could be both helpful and transformative.

As mediators we have provided services for people in conflict or wishing to make a complaint who are vulnerable or have additional needs. These needs may be due to:

- *mental health issues*
- *learning disabilities or difficulties*
- *literacy issues*
- *physical disabilities or illness*
- *low concentration levels*

We are conscious that not all people are able to be fully involved in a mediation process, but believe mediation to be a tool of empowerment that can be available to more people with the right support.

Conflict Resolution Team mediators can:

- *assess suitability of mediation for particular individuals or groups in conflict*
- *offer mediation to people from varied backgrounds with differing needs*
- *deliver conflict coaching to a broad selection of vulnerable adults*
- *provide mediation and conflict management training for those working with clients with specific needs, vulnerabilities or abilities*
- *assist with setting up suitable mediation systems for organisations working with vulnerable groups*
- *supply easy to read information and suitable processes for those who wish to mediate*