

Conflict Resolution Team Referring Neighbour Disputes to Mediation

029 2048 0254 / 01792 204050
info@conflictresolutionteam.co.uk

Good Referral High success rate ↓	Appropriate Referral Success likely ↓	Borderline Referral Possible success ↓	Inappropriate Referral Outcomes limited ↓
Duration of the dispute			
0 – 6 months	6 – 12 months	1 – 2 years	2+ years
Behaviour, Violence & Abuse			
Minor incidents of abusive language. Unsuccessfully tried to resolve problems between them e.g. on noise, children, young people, parking, noise, rubbish, lifestyle.	Antagonism between parties. Small number of verbal threats. Isolated incident of physical contact.	Fears of violence or retribution. Small number of incidents of threat or violence. Harassment. Formal caution or warning issued.	Civil or criminal action being taken. Pending eviction / NSP issued. Other formal proceedings near completion.
Parties' commitment to resolving the situation			
Willing to talk about sorting the problem out. Want to change the situation. Problems are occasional but ongoing. Still want to stay in their homes. Parties can tell that if it isn't resolved it will get a lot worse. Parties fear others will join in and it will escalate.	If mediation doesn't work Parties will want to take up formal action. Situation is getting on top of them. Regularly but not consistently stressed out. Has thought about moving or a transfer, but would prefer to stay. Parties worried that mediation may stir things up.	Insists landlord takes formal action, feels fobbed off by other options. Due to move, but transfer will take 3 months or longer. Situation feels out of control. Landlord wants to show has taken all steps to address matters, including mediation. Parties always deal with agency rather than neighbour.	Parties have been promised formal action by an agency. One party is the focus of multi-agency controls. Property / estate design a lead factor in the dispute Eg: inadequate sound insulation. Parties actively find ways to attack or undermine each other, directly or through agencies.