

STRATEGIC PLAN 2024 – 2027: OVERVIEW



Who We Are

Mediation Plus (1202295) is a Sussex-based conflict resolution charity. We provide high-quality, impartial, confidential mediation services to empower individuals, groups, and communities to resolve and manage conflicts. This is a voluntary, non-judgemental, solution-focused process, enabling those in conflict to move beyond the dispute and to live and work alongside each other without further issues.

Our services include

- Neighbourhood mediation,
- Time2Talk intergenerational mediation,
- Family mediation,
- Workplace and bespoke mediation,
- One-to-one support and
- Training.

Our Vision...

Our vision is of harmony, cooperation and understanding within our community.

Our Mission...

Our mission is to support people to reach their own solutions to conflict, through dialogue.

Our Values...

- a) We are independent.
- b) We are kind, respect everyone, are honest, and treat everyone equally, without bias or judgment.
- c) We believe in the importance of listening, understanding, and being heard.
- d) We are welcoming and help everyone to actively participate in mediation.
- e) We keep information confidential, within strong safeguarding policies.
- f) We appreciate our volunteers and support them with training to provide excellent service.

Safeguarding Statement

Mediation Plus has strong safeguarding policies and procedures in place to meet our duty of care.

Equality and Diversity Statement

Mediation Plus is committed to promoting equality, diversity, and inclusion for all.

Strategic Priorities

We have identified seven core priorities for the next three years. These will be reviewed and adapted annually by the Board of Trustees, to reflect changing needs and trends. You can find more details on the output, outcome and impact in our full strategic plan.

Providing high-quality mediation services

Promoting and raising awareness of our service

Developing and supporting our people

Ensuring financial viability

Providing skills and know how around conflict resolution

Developing best practice and strong mediation

Expanding the geographic reach of our service to ensure equal access