

Mediation Review

Report of the Chief Fire Officer

For further information about this report please contact Paul Raymond, Chief Fire Officer, on 01743 260205 or Jonathan Hyams, Equality and Diversity Officer, on 01743 260236.

1 Purpose of Report

To advise the Human Resources Committee of the latest developments regarding the provision of external mediation services

2 Recommendations

The Committee is asked to note the contents of this report.

3 Background

At its meeting on 3 September 2009 the Human Resources Committee noted progress on the agreed actions to employ the services an external mediation provider.

4 Current Situation

Officers have now appointed Mediation Works, a specialist mediation company based in Telford, as the Service's external mediation provider, subject to a final service level agreement. Mediation Works demonstrated that it was the best match for our requirements in comparison with two other organisations. Staff training is in place to introduce the new mediation service.

5 Financial Implications

Officers have consulted with the Principal Accountant and are confident that the costs of providing this service can be met from within existing budgets.

6 Legal Comment

The appointment of the external mediation provider has been approved at a previous committee therefore there are no further legal comments to add to this report.

7 Equality Impact Assessment

There are no negative equality impacts from an Initial Equality Impact Assessment, carried out on 14 December 2009.

8 Appendices

There are no appendices attached to this report.

9 Background Papers

Shropshire and Wrekin Fire Authority

Human Resources Committee 3 September 2009

Report 12 Mediation Review – Update, and minutes

Implications of all of the following have been considered and, where they are significant (i.e. marked with an asterisk), the implications are detailed within the report itself.

Balanced Score Card		Integrated Risk Management Planning	
Business Continuity Planning		Legal	*
Capacity		Member Involvement	
Civil Contingencies Act		National Framework	
Comprehensive Performance Assessment		Operational Assurance	
Efficiency Savings		Retained	
Environmental		Risk and Insurance	
Financial	*	Staff	*
Fire Control/Fire Link		Strategic Planning	
Information Communications and Technology		West Midlands Regional Management Board	
Freedom of Information / Data Protection / Environmental Information		Equality Impact Assessment	*



Directorate	Human Resources, Training & Development	Department/Section	Human Resources, Equality & Diversity
Name of officers completing (minimum of 2)	Jonathan Hyams, Lisa Vickers	Job title	E & D officer HR Manager
Name of Policy/Service/Activity to be assessed	Mediation Review and Brigade Order	Date of assessment	18 th December 2009
New or existing policy	N		

1) Briefly describe the aims, objectives and purpose of the policy/service/activity (referred to as policy in document) and also consider the following:

- What are the key performance indicators?
- Who is intended to benefit or be affected by it? (is this positive or negative)
- What outcomes do you want to achieve from this policy?

A new externally-facilitated mediation policy has been developed to replace the previous internal mediation process. Mediation Works have been appointed as the external provider, subject to a final service agreement. Staff training is in place to introduce the new mediation service.

The new service will be monitored continuously through analysis of evaluation forms and other user feedback. The main criteria will be the incidence of conflict resolution and the level of user satisfaction with the quality of service.

We would expect to see a significant reduction in the time taken to reach resolution of conflicts, to an average of between one and two days.

1 a) Who implements this policy? Human Resources and E & D. Line managers. Mediation Works

2) How does your current policy meet the needs around age, disability, race, religion/belief, gender, sexual orientation and caring responsibilities?

Provides an informal method for resolving conflicts and tensions for all staff, including bullying and harassment related to age, disability, race, religion/belief, gender, sexual orientation and caring responsibilities.

Are there any obvious barriers to accessing the service? E.g. physical or other.

- Need for extensive publicity around introduction of new scheme
- Need to establish user confidence in new process

2a) Where do you think improvements could be made?

2b) Have issues of equality been identified in this area of service delivery by SFRS?

Yes – bullying and harassment

3) Have we had any specific

Yes – feedback on previous system from users and

<p>feedback or complaints on this area?</p> <p>Is there evidence that this has come from any of these specific groups: race, gender, disability, religion/belief, age, sexual orientation, caring responsibilities?</p>	managers		
	No		
3a) Do we have any feedback from managers or frontline staff on this policy?	Yes – consultation on new policy		
3b) Is there any feedback from voluntary/community organisations?			
3c) Is there any research / models of practice that may inform SFRS view?			
<p>4) Detail the Actions / Improvement areas you have identified, or the need for further research. (These must be put onto the Action and Improvements Form FB 367 for consideration by Steering Group)</p> <p>If you have found considerable actions or research this will require you to proceed to a full assessment.</p>	<ul style="list-style-type: none"> • Monitoring level of use of new process • Monitoring level of use of new process • Monitoring level of user satisfaction with new process <p>(already agreed by Steering Group)</p>		
5) Should the policy now proceed to a full impact assessment?		N	.

I am satisfied that this policy has been successfully impact assessed. I understand the Impact Assessment of this policy is a statutory obligation and that, as owners of this policy, we take responsibility for the completion and quality of this process.

Line Manager	Lisa Vickers	Date	18 th December 2009
Please note that this impact assessment will be scrutinised by the Equality and Diversity Officer.			

Appendix D

Equality Impact Assessment Actions and Improvements Form

When you have completed the Equality Impact Assessment a number of actions or improvement areas will have been identified, it is important that these are captured and put into normal work activities. In some cases there maybe a few small actions required in other cases you will need to process to a full impact assessment, you will need to complete this form for both of these situations when you identify actions that need completing, or have identified that future investigation will require specific resources that need to be put into the business planning process.

This form is to allow you to record the outcome from your impact assessments so that the actions or improvements can be carried out by your Department and monitored and in some cases approved by the Equality and Diversity Steering Group. Please ensure that this form is given to your line manager for discussion at your team or one to one meetings for incorporation into individual work plans.

Directorate:	Department:
Brigade Order/activity that has identified need, issue/objective:	EQIA No:

Action	Comments inc. Details of Consultations required/carried out	Resources / Finances allocated to this objective/target	How will this be monitored to ensure it is effective	Responsible for this action	Due Date	Progress

Head of Department		Date completed	
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This form must be sent to Management Support when completed for monitoring and/or consideration by the Equality & Diversity Steering Group