

## Community Mediation

We received a referral from an East Lothian Housing Officer about two tenants in dispute over noise and general complaints about each other's behaviour. One tenant (Miss T) has learning difficulties and her Social Worker came out to offer support when the mediators called. This was a very good example of inter-agency working, as the Social Worker used graphic facilitation to record our conversations in picture form which Miss T found easier to understand and remember than just words.

Unfortunately, despite a number of visits to both tenants, Miss T's neighbours withdrew from the mediation process. In this situation, we had no alternative but to close the case. In her feedback to the service however, Miss T expressed her satisfaction with using the Mediation Service to explore her difficulties and how she was feeling:

“Thank you for listening to me. It helped me a lot and made me feel a bit more relaxed.”

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