

## **Mediation Hertfordshire Business Plan 2010 – 2013**

### **Vision**

*Mediation Hertfordshire – Delivering independent conflict resolution to **our** communities.*

### **Values**

- Not for profit
- Equality – accessible to all
- Positive attitude to service delivery
- Improving quality of life
- Working in partnership
- A professional & confidential service
- Sustainable and consistent
- Reflecting community diversity

### **Strategic Goals & Objectives**

#### **Services**

To develop and review the service portfolio according to Mediation Hertfordshire's strengths and capacity and the requirements of the community.

- Review, maintain and expand existing services provided by mediation Hertfordshire
- Develop tools to allow mediation Hertfordshire to plan the development of services for the future
- Identify new opportunities and agree a process to take advantage of them
- Regularly review risks

#### **Financial and Resource Sustainability**

To ensure that Mediation Hertfordshire has sufficient funds and financial resources to meet its vision and to ensure that any developments are adequately costed and financially sustainable. To ensure that systems and physical resources are appropriate to support Mediation Hertfordshire in the delivery of its objectives.

- Develop a Funding Strategy
- Review reserves policy
- Identify new income streams for mediation Hertfordshire, particularly grants
- Review Infrastructure, including IT systems, office space etc. Ensure that this is appropriate to the needs of the organisation
- Review remuneration policy, to look at salaries, terms and conditions, pensions etc
- Monitor existing funding streams for risk
- Review sustainability of funding, are separate services and cost centres paying for themselves?
- Find opportunities to diversify income stream

- Create Business case for mediation, to include marketing, finances and individual services.
- Develop a Risk Management Plan

### **Professional Development**

To ensure that Mediation Hertfordshire has the appropriate knowledge and skills to deliver the vision, and provide individuals and the organisation with opportunities to grow.

- Staff
  - Develop personal development plans for all staff members
  - Implement an induction process for new starters
  - Explore the possibility / usefulness of board member mentoring for staff members
- Mediators
  - Develop a mediator 'career path' to provide some direction, including minimum cases to remain 'qualified' and how to achieve next levels
  - Implement a policy of continuous professional development
- Board
  - Create more detailed job descriptions for each board member
  - Identify specific areas of responsibility for all board members
  - Identify and work to fill any skills gaps
  - Ensure that a mediator representative is present at board meetings and reports back to mediation community
- Recruitment
  - Review and update recruitment policy and ensure that it reflects diversity of local communities

### **Communication**

To ensure that the vision and values of Mediation Hertfordshire are supported and understood by internal and external stakeholders, and that clients and referrers are aware of the range of services delivered by MH.

- Internal communication
  - Review methods of communication between board, mediators and staff, with the possibility of introducing an area structure for feedback & communication to be trialled.
  - Ensure that methods of effective communication between board meetings are maintained
  - Look in to the possibility of social events to support a team spirit
  - Review possibility of a system to aid in the communication of mediator availability
  - Review communications systems to ensure that correct methods of communication are in place
- External Communication
  - Develop an external stakeholder communication plan and ensure that it captures who, what, why, where, when and how a communication is to be made
  - Develop a Marketing Strategy – to include Services, Partnerships and Recruitment

## **Partnerships**

To develop and maintain strategic partnerships with individuals and organisations that share and support Mediation Hertfordshire's vision and develop relationships with groups representing the diversity of the community.

- Review existing partnerships
- Draw up a matrix of funders & allocate Board member responsibility for maintaining strong relationships with each of these
- Identify and target any gaps that exist, or opportunities to enhance partnership base
- Review resources required to support partnership working and investigate whether the board can help to support this

**April 2010**