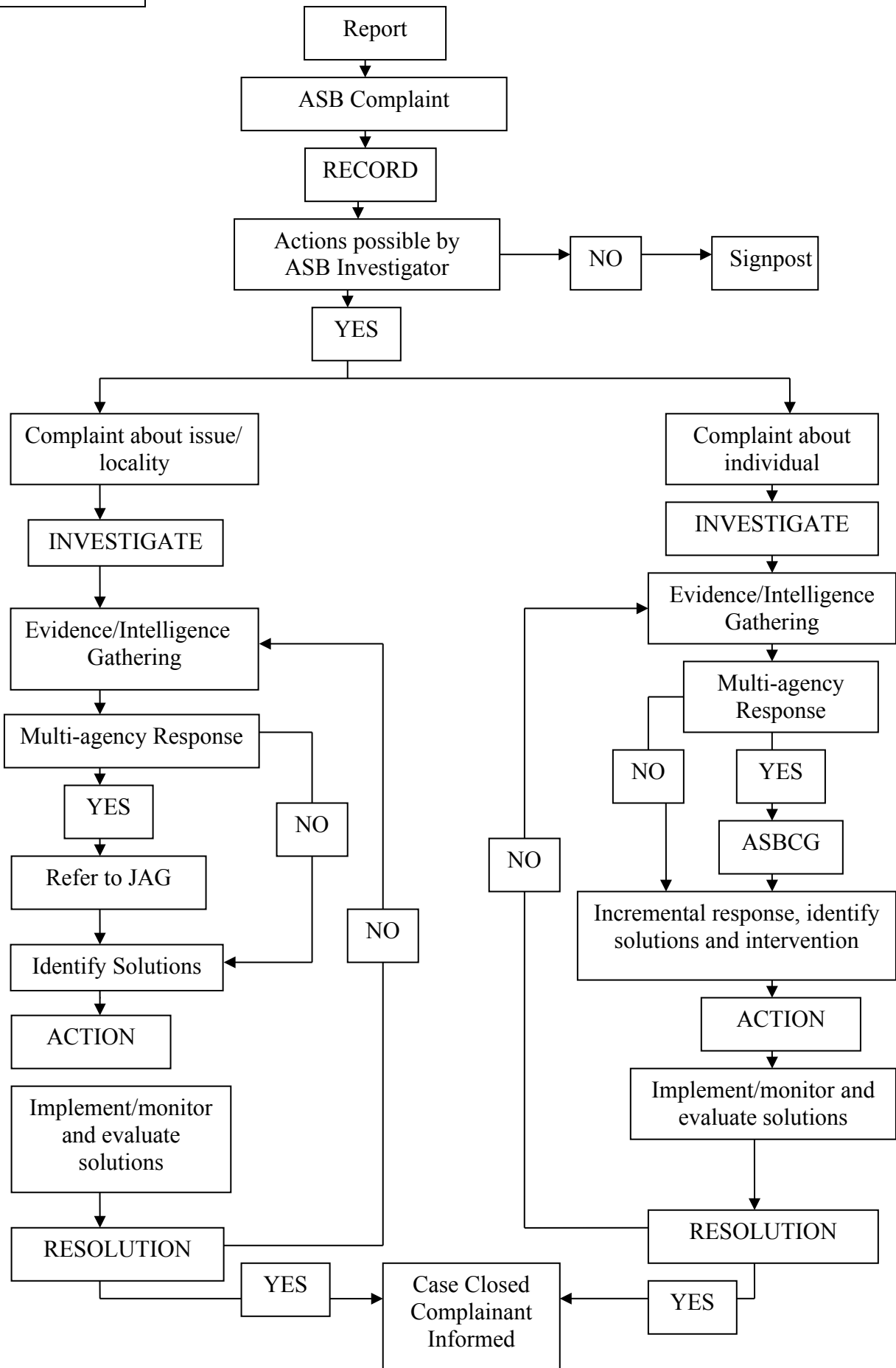


Appendix A



Appendix B

Costs in anticipation of crime (£)

Costs as a consequence of crime (£)

Costs in response to crime (£)

Offence category	Defensive expenditure	Insurance administration	Physical & emotional impact on Direct Victims	Value of property stolen	Property damaged/destroyed	Property Recovered	Victim services	Lost output	Health Services	Criminal Justice System	Average cost (£)
Violence against the person	1	1	5,472	-	-	-	9	1,648	1,347	1,928	10,407
Homicide	145	229	860,380	-	-	-	2,102	451,110	770	144,239	1,458,975
Wounding	1	1	4,554	-	-	-	7	1,166	1,348	1,775	8,852
Serious wounding	1	1	4,554	-	-	-	7	1,166	1,348	14,345	21,422
Other wounding	1	1	4,554	-	-	-	7	1,166	1,348	978	8,056
Sexual offences	3	5	22,754	-	-	-	32	4,430	916	3,298	31,438
Common assault	0	0	788	-	-	-	6	269	123	255	1,440
Robbery	0	21	3,048	109	12	19	16	1,011	483	2,601	7,282
Burglary dwelling	221	177	646	846	187	22	11	64	-	1,137	3,268
Theft	59	52	192	281	69	36	1	10	-	217	844
Theft not vehicle	-	33	118	175	17	13	1	3	-	301	634
Theft of vehicle	546	370	800	2,367	349	542	1	47	-	199	4,138
Theft from vehicle	116	50	266	240	126	11	1	20	-	50	858
Attempted vehicle theft	65	21	194	-	154	-	1	11	-	65	510
Criminal Damage	13	36	472	-	212	-	2	6	-	126	866

The Role Of Mediation In Tackling Neighbour Disputes And Anti-Social Behaviour

Title

“The Role Of Mediation in Tackling Neighbour Disputes and Anti-Social Behaviour”, Scottish Executive Social Research

What is it about?

The objectives of the researchers were to compare the costs and effectiveness of mediation and legal interventions in dealing with anti-social behaviour, and to examine why some disputants do not agree to the use of mediation.

Who did it?

The research was carried out by Alison P. Brown, Aileen Barclay, Richard Simmons and Susan Eley at Stirling University. It was commissioned by the Scottish Executive and published in 2003.

The researchers looked at 100 neighbour disputes in autumn 2002 from two community mediation services and two in-house local authority mediation services dealing with neighbour disputes. To compare costs, additional data was provided by local authorities, police records, environmental health officers and housing associations on 50 cases where legal action was taken to deal with anti-social behaviour.

Key findings

- The largest category of disputes concerned complaints about domestic noise from music systems, televisions and laminate flooring. The second major cause for complaint was the behaviour of children, including noise, arguing, fighting, littering and vandalism.
- The main referral route for most participants was their local housing officer, who was often aware of the difficulties between neighbours.
- In a total of 61 % of cases the mediation service recorded a positive outcome, in that either the problem was resolved or there was some improvement in the situation, either with or without mediation.
- Participants' perspectives of the outcomes did not always reflect that recorded by the service, particularly in terms of longer term outcomes. There was a generally positive view of the process, although a number of participants found the process more traumatic than expected.
- In 28 percent of the cases agreement was reached on all presenting issues.
- In 39 percent of cases, mediation was refused or did not produce a positive outcome.

It is interesting to note that the primary reasons found for refusing mediation were:

- unwillingness to engage with the other party
- fear of reprisals
- a belief that the other party did or would manipulate the process or the mediators
- fear of an escalation of the dispute
- the desire for a definitive judgement on their case

Lack of awareness of or familiarity with mediation, or lack of confidence in the process, did not appear to be significant factors in refusals.

- From the 100 mediation cases studied, the average cost of handling a case was £121, which rose to £204 when face-to-face or shuttle mediation was involved; the maximum case cost was £484.
- From the 50 legal cases, the average cost was £3,546, with a range from £339 to £13,692 for a very complex eviction case. (NB these are net costs and would be considerably higher if overheads were included.)

- Average costs of Antisocial Behaviour Orders (ASBOs) and repossession actions were approximately £2,250 and £9,000 respectively.

NB There are two key issues to bear in mind:

- First, all the legal action cases studied involved serious and protracted anti-social behaviour, often including fighting, verbal abuse, swearing and damage to property. In many cases, there was a history of criminal convictions and/or mental health and/or alcohol-related problems. These cases in general were much more serious than those found in mediation services.
- Secondly, mediation was found to be one part of a process of intervention. Disputes are therefore not necessarily dealt with either by mediation or by other methods – a range of interventions, including mediation, are often employed in one case. Informal negotiations may precede mediation, and formal intervention may succeed it if mediation does not bring resolution. Informal intervention may or may not increase the chances of successful mediation. Informal intervention is likely to sift out cases unsuitable for mediation. Criminal or other civil legal proceedings may (but not necessarily) prevent a dispute from going to mediation. It is therefore impossible to compare like with like when looking at outcomes and costs in cases resolved through mediation or legal intervention.

The research team made three main recommendations:

- greater awareness and information about mediation and closer working with housing, police and mediation services
- robust monitoring and evaluation of mediation services
- more detailed research into the use of mediation in serious, complex cases, and into the long-term outcomes of ASBOs