

Case study: Brighton & Hove Independent Mediation Service

“Your fantastic service and empowering support has enabled us to provide accessible training materials to a wide range of people.” (Unsolicited feedback on a comment card at the front desk)

Brighton & Hove Independent Mediation Service provides trained volunteer mediators, who help resolve disputes between neighbours, within workplaces and in the community. With an income of less than £100,000 per year, BHIMS provides conflict resolution that prevents homelessness, enables families to communicate better, avoids costly court cases and grievance procedures, and provides relief from mental distress for hundreds of local residents each year.

BHIMS is a regular user of the Resource Centre’s open access print room. In 2018-19, they visited the Centre 13 times. They use the Centre’s print and finishing equipment to produce training materials, publicity for their service and documents for their AGM and other events.

This type of printing is a good fit for the way the Resource Centre’s service operates. Because our print service exists as a means of supporting groups to achieve their own outcomes, we offer advice and support at every stage of the design and print process. We do not require users of the service to provide their original artwork in a specific format, nor do we expect them to be familiar with printing or design jargon.

Users have full control over the process at every stage. They are supported to use the equipment themselves and can quickly and easily make adjustments to the design after seeing a proof copy. We recommend options that will be most cost-effective for the group, and keep our prices as low as possible.

The experience for groups is much more one of collaboration than of simply purchasing a service. This unique relationship is illustrated by the feedback we have received from BHIMS:

“The resource centre has all the equipment we need to print training and publicity documents for the mediation service. The supportive and encouraging workers have empowered me to become confident in using the equipment myself and to learn new and more effective ways to present and publish information. Without the Resource Centre our service would struggle to provide conflict resolution training and to advertise our services.” (2018 user survey comment from BHIMS)