



Mediation
Northern Ireland

MEDIATION NORTHERN IRELAND COMPREHENSIVE SOCIAL VALUE IMPACT REPORT

APRIL 2022 –
MARCH 2025

*“Transforming
Conflict into Lasting
Social Value”*





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Introduction

Mediation Northern Ireland (MNI) was established with a core aim: to promote peace building and empower people to resolve conflict constructively. Since our founding, we've worked across a spectrum of social settings - from grassroots community engagement to high-level political mediation - bringing dialogue and resolution into spaces where it was often least expected and most needed.

Our journey began in the context of Northern Ireland's peace process, where we supported political dialogue and facilitated community conversations amidst deep-seated division. In more recent years, we have diversified our work across sectors; offering mediation in the workplace, conflict resolution training, and community peace building services that address the causes and consequences of conflict at all levels.



This report, prepared in 2025, captures the social value created by MNI between April 2022 and March 2025. It seeks to evidence, through a detailed Social Return on Investment (SROI) framework, the transformative outcomes of our services and the substantial value delivered to individuals, communities, organisations, and society at large.



WHAT IS SOCIAL VALUE?



Social value refers to the positive impact that a project, initiative, or action has on society and the community. It's about looking beyond just financial profits, but also about considering how something contributes to the well-being and improvement of people's lives.



For example, when a company supports local education programmes, it creates social value by helping students get a better education and potentially improving the overall quality of the workforce in the area.



Social value takes into account factors like environmental sustainability, community engagement, job creation, and overall improvement in people's quality of life. It's a way to measure and understand the broader benefits and positive changes that come from different activities, beyond just the economic aspect.



Community Well-being

Better health, less isolation, and stronger community bonds.



Environmental Gains

Better green spaces, lower carbon emissions, and protection of nature.



Economic Opportunities

Creating local jobs, developing skills, and increasing social inclusion.



What is Social Return on Investment (SROI)?

Social Return on Investment (SROI) is a methodology that captures and quantifies the broader social, environmental, and economic outcomes of a project or organisation in financial terms. Unlike traditional financial assessments that focus on inputs and outputs, SROI provides a more holistic understanding of value - measuring not only cost savings and efficiency but also improved wellbeing, empowerment, skills, and social cohesion.

The Social Value International (SVI) Principles

Building credibility and consistency in measuring social value starts with applying established guidelines. Social Value International (SVI) has set out eight core principles:

1. Involve Stakeholders

Engage people directly affected by your activities to understand their views on what is valuable.

2. Understand What Changes

Look at the positive and negative changes that arise, not just the intended outcomes.

3. Value the Things That Matter

Assign values (financial or otherwise) to reflect the importance of each outcome.

4. Only Include What Is Material

Focus on capturing information that influences decision-making and truly reflects change.

5. Do Not Over-claim

Be transparent about your actual contribution, recognising external factors as well.

6. Be Transparent

Share clear, accessible information about your measurement process and findings.

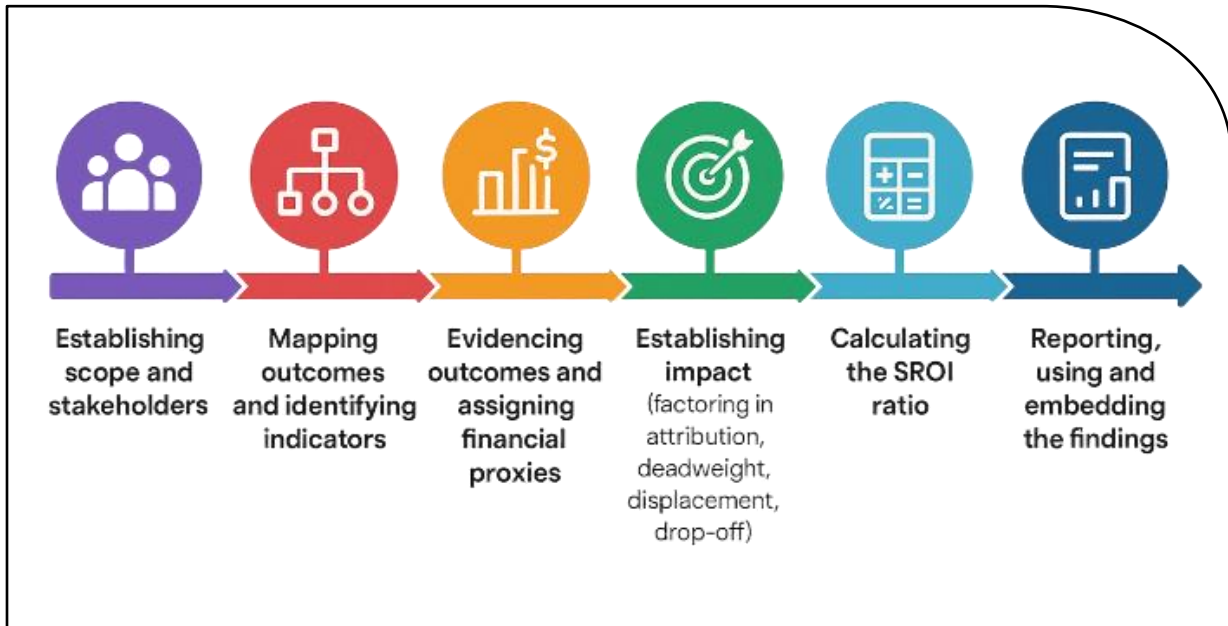
7. Verify the Result

Where possible, seek independent assurance to add reliability to your results.

8. Evaluate in Context

Recognise the broader social, economic, and environmental setting within which your programmes operate.





SROI involves six key stages:

- Establishing scope and stakeholders
- Mapping outcomes and identifying indicators
- Evidencing outcomes and assigning financial proxies
- Establishing impact (factoring in attribution, deadweight, displacement, drop-off)
- Calculating the SROI ratio
- Reporting, using, and embedding the findings

In line with the Social Value International principles, we've adopted this methodology to calculate MNI's contribution to social outcomes across its training, mediation, and community engagement work. This process allows stakeholders - including funders, commissioners, and community partners - to understand the tangible impact of supporting and working with MNI.



Focus on Creating Value.

Our Approach to Social Value and Evaluation



Mediation NI believes that meaningful social change is not only seen but measured. Our approach to Social Return on Investment is underpinned by a commitment to transparency, learning, and evidence-based practice. This report was developed to better understand the outcomes our work delivers, how those outcomes are valued by participants, and how MNI contributes to wider societal goals.



● **Stakeholder Engagement**

We engaged with internal staff, delivery partners, funders, and beneficiaries to map the outcomes experienced across our training, mediation, and community projects. This informed our understanding of what matters most to those we serve.

● **Proxy Selection and Validation**

Proxies were drawn from the HACT Social Value Bank, LRA reports, CIPD research, and UK government data. Where no direct proxy existed, a conservative benchmark value was estimated based on comparable interventions.

● **Why Displacement is Set at 0%**

Displacement is the degree to which one outcome may replace another elsewhere in the system. In MNI's case, mediation and training services create new value rather than substituting existing services or disadvantaging others. The benefits delivered - such as improved wellbeing, community engagement, or reduced conflict - are additional, not redistributive. Therefore, displacement is conservatively and appropriately set at 0% in line with best practice for preventative and peacebuilding interventions.

● **Outcome Mapping**

Each programme area was broken down into core activities (e.g. conflict resolution training, mediation, group facilitation and community projects), and mapped to a set of social outcomes experienced by individuals or groups. These were matched to proxies sourced from trusted valuation tools.

● **Assumptions and Adjustments**

All calculations include standard SROI adjustment factors:

- Attribution (75%)
- Deadweight (25%)
- Displacement (0%)
- Drop-off (50% from Year 2)
- Optimism bias of 40% unless robust evidence permitted a 15% assumption.

● **Duration and Consistency**

The value of outcomes is modelled over three years. Year 1 captures full impact, with drop-off applied in years 2 and 3 to account for diminishing returns while preserving long-term benefit. By applying this model across our work streams, we are able to present an SROI ratio that not only meets audit expectations but also tells a compelling story about the ripple effect of quality mediation work and conflict resolution training across Northern Ireland.



Mediation
Northern Ireland

Why invest in Mediation NI as your Social Value Partner?

As public sector organisations, businesses, and charities seek to meet their social value obligations under procurement frameworks and CSR & ESG initiatives, Mediation Northern Ireland offers a unique, high-impact delivery partner. with the ability to produce your personalised SROI report based on your investment and the work we carry out on behalf of your organisation.

With a validated Social Return on Investment of £7.04 for every £1 invested

MNI delivers measurable improvements in emotional wellbeing, conflict reduction, employability, and social cohesion.





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How We Help You Achieve Your Social Value Goals

Commission training programmes

Equip your teams with accredited skills in conflict resolution, leadership, and resilience while delivering lasting public benefit.

Fund or co-deliver community programme

Support our work with marginalised communities and make a tangible difference in mental health, safety, and civic engagement.

Refer workplace mediation cases

Reduce formal HR costs, absenteeism, and staff turnover; delivering savings and wellbeing outcomes for both employer and employee.

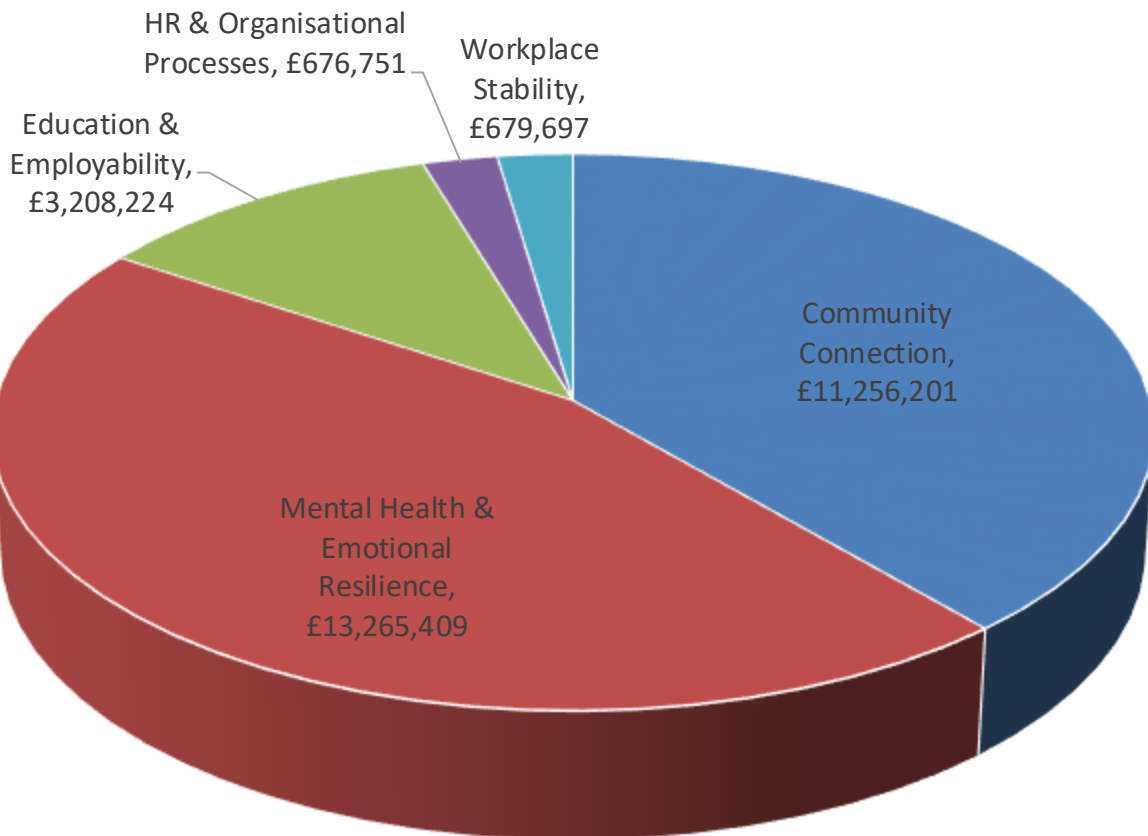
Demonstrate strategic impact

Our work aligns with the Social Value Act, NI Programme for Government Outcomes, and ESG targets, allowing your organisation to evidence high-quality, locally embedded impact.

“Organisations that partner with Mediation NI don’t just meet a quota; they become part of a peacebuilding legacy.”



Visual Overview of Our Social Value



WHAT DOES THIS MEAN FOR YOU?

- Partnering with Mediation Northern Ireland provides your business with clear, measurable social value - particularly in Community Connection (£11.2M) and Mental Health (£13.2M) - crucial for meeting procurement and contract requirements.
- Demonstrating commitment to social value through this partnership strengthens brand image, builds trust, and attracts/ retains talent, aligning with modern business ethics and ESG considerations.
- Collaboration allows businesses to directly invest in local communities and employee well-being, fulfilling social value obligations while fostering positive relationships and a sustainable business model.



THEMATIC ANALYSIS OF SOCIAL VALUE GENERATED

Thematic analysis reflects the full scope of adjusted outcomes across all participants and proxies, grouped by area of impact. These figures now total the validated adjusted social value of £4,602,810 based on the inclusive SROI methodology.

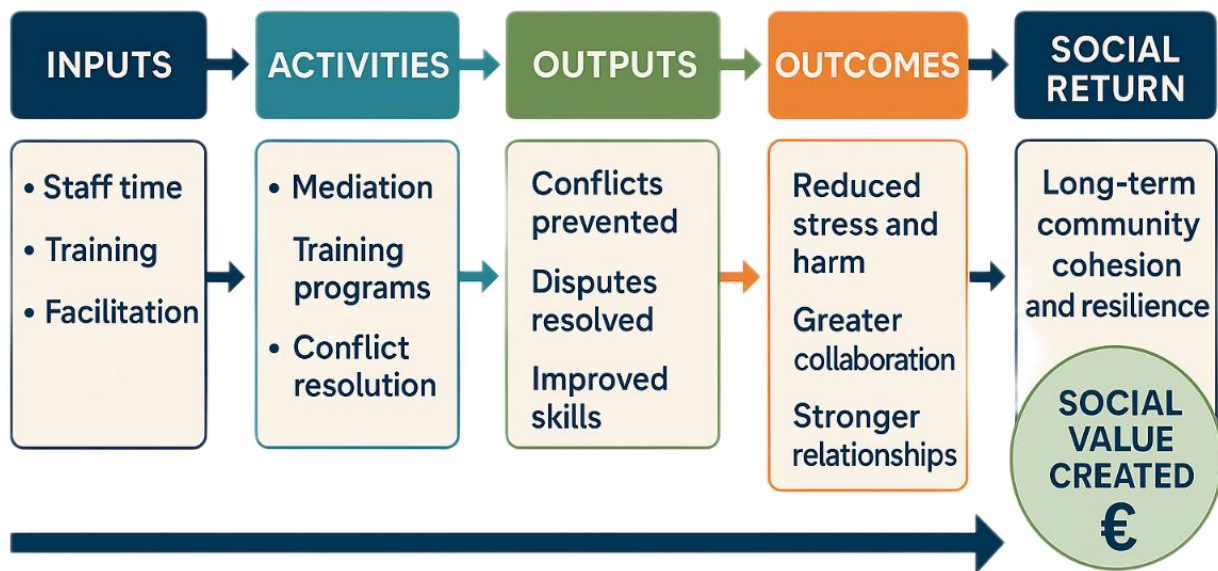
THEMATIC AREA	UNADJUSTED SOCIAL VALUE (£)	ADJUSTED SOCIAL VALUE (£)
Community Connection	£11,256,201	£1,557,577
Mental Health & Emotional Resilience	£13,265,409	£1,835,601
Education & Employability	£3,208,224	£443,938
HR & Organisational Processes	£676,751	£93,645
Workplace Stability	£4,856,724	£672,049

This thematic spread highlights the broad and balanced nature of MNI's social impact, reaching across communities, workplaces, individuals' emotional wellbeing, and skill development.



APPENDIX A: FULL PROXY TABLE & CALCULATION BREAKDOWN

How Mediation NI Generates Social Value



Adjustment Factors Used:

- Attribution: 75%
- Deadweight: 25%
- Optimism Bias: 40%
- Drop-off: 3-year average at 41%
- Displacement: 0%

$$\text{SROI} = \frac{\text{Total Adjusted Social Value}}{\text{Total Expenditure}}$$

SROI: £7.04 per £1 invested

UNADJUSTED TOTAL IMPACT: £33,263,309

ADJUSTED SOCIAL VALUE: £4,602,810

TOTAL EXPENDITURE APRIL 2022-MARCH 2025: £653,406



IMPACT AREA	FINANCIAL PROXY	CASES APPLIED	TOTAL VALUE
CONFIDENCE AND SELF-ESTEEM BOOST	£272	617	£167,824
STRESS RELIEF FROM TRAINING	£350	481	£168,350
IMPROVED INTERPERSONAL COMMUNICATION	£500	617	£308,500
FEELING IN CONTROL OF LIFE	£15,894	617	£9,806,298
IMPROVED MENTAL HEALTH	£5,333	617	£3,291,261
BELONGING/SOCIAL CONNECTION	£1,850	617	£1,141,450
REDUCED PRESENTEEISM AT WORK	£850	481	£408,850
VOLUNTEER ENGAGEMENT	£3,274	541	£1,770,934
CONFLICT-RELATED ABSENCE AVOIDED	£2,560	481	£1,230,000
INFORMAL CONFLICT RESOLUTION	£120	481	£57,720
POSITIVE RELATIONSHIPS WITH FAMILY	£6,784	541	£3,671,344



IMPACT AREA	FINANCIAL PROXY	CASES APPLIED	TOTAL VALUE
FEELING CONNECTED TO COMMUNITY	£3,753	541	£2,030,373
GROUP RESILIENCE / TRAUMA SUPPORT	£7,500	136	£1,020,000
IMPROVED RELATIONSHIPS AT WORK	£1,850	481	£890,850
IMPROVED ABILITY TO COMMUNICATE WITH OTHERS	£1,200	617	£740,400
INCREASED CIVIC ENGAGEMENT	£3,000	541	£1,623,000
IMPROVED JOB SATISFACTION	£1,500	481	£721,500
REDUCED USE OF GRIEVANCE PROCESS	£955	481	£459,155
LEVEL 2 QUALIFICATION (TRAINING SUBSET)	£10,000	127	£1,270,000
DISCIPLINARY CASE RESOLVED	£1,146	76	£87,096
FORMAL GRIEVANCE RESOLVED	£955	76	£72,580
CONFLICT-RELATED RESIGNATION AVOIDED	£30,614	76	£2,327,464



Appendix B: Testimonials and Case Feedback

Testimonial – FinTrU "The best training we have delivered at FinTrU for some time. The content was thought provoking and insightful: it challenged me to reflect on my personal brand and style. I do believe this will improve our working practices at FinTrU and in turn enhance the experience of our employees."

Testimonial – School Leadership Training "The recent 'Managing Difficult Conversations' training from Mediation NI was outstanding. The session provided school leaders with insightful strategies to navigate uncertainty and handle challenging situations with confidence. Mediation NI delivered a slick and bespoke programme, perfectly tailored to our needs, in a fantastic setting. The facilitator was highly engaging, experienced, and skilled, ensuring a practical and impactful learning experience. A truly valuable training session for any school leader."

Testimonial – Community Participant (from website)

"Working with Mediation NI gave our group the tools to actually talk to each other again after years of avoidance. The space they created was safe, respectful and completely different from anything we'd experienced before."

Testimonial – HR Manager (from LinkedIn feedback) "We've worked with Mediation NI to support our internal grievance process. They are professional, discreet, and extremely effective—transforming situations before they escalate. Their insight has made us rethink how we handle internal conflict entirely."



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Some Of Our Clients



Belfast
City Council



Armagh City
Banbridge
& Craigavon
Borough Council

choice



co-operationireland
working for a future together



QUEEN'S
UNIVERSITY
BELFAST



TOURISM
NORTHERN
IRELAND



Special EU Programmes Body
Comhlacht na gClár Speisialta AE
Special EU Skemes Boadie



Radius
HOUSING



Southern Health
and Social Care Trust



University College Dublin



Northern Health
and Social Care Trust



Northern Ireland
Assembly



Mid & East
Antrim
Borough Council



Gníomhaireacht na Lochanna
Factríe fur Loughs

Housing
Rights

ALMAC



Danske Bank

FinTrU
LOCAL TALENT GLOBAL STAGE

WESTERN FEDERATION SUPPORT UNIT



OSCE

Organization for Security and
Co-operation in Europe



Northern Ireland
Fire & Rescue Service



Belfast Health and
Social Care Trust

caring supporting improving together





Mediation
Northern Ireland

Our Vision

A society that handles conflict better.

Our Mission

As a mediation development organisation, we provide expertise and support to manage, resolve, and transform conflict. We do this by providing high-quality services, training, and developing new models of practice.

Our Values



INTEGRITY



RESPECT



JUSTICE



**NON-
VIOLENCE**



CREATIVITY



COURAGE



Our Work

Mediation NI's portfolio spans three key areas:

- **Workplace Mediation & Training:** Helping teams resolve internal conflict, improve communication, and build leadership resilience through facilitated dialogue and targeted development programmes whilst raising mediation awareness.
- **Community Peacebuilding:** Supporting marginalised and post-conflict communities to heal, reconnect, and rebuild trust through facilitated engagement, storytelling and training.
- **Conflict Transformation & Advocacy:** Providing support to political and civic institutions, faith groups, and civic leaders in responding to polarisation, trauma, and disputes.



Since its inception, MNI has facilitated more than 1,000 mediations, trained over 1,000 individuals in mediation & conflict resolution, and engaged thousands more through community-led programmes. Our work is recognised across Northern Ireland and internationally, with increasing demand from sectors seeking to deliver social value through restorative practices. Our services remain grounded in empathy, rooted in local contexts, and informed by best-practice mediation and peacebuilding models.

Mediation NI

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