

Mediation Clinic Performance

Period covered: April–December 2025

Purpose: Overview of impact, value, and policy relevance

Impact

- **154 disputes resolved** through referral to mediation in nine months
- **£178,104 estimated saving** to the Scottish Courts and Tribunals Service (SCTS)
- **Over 10% of defended Simple Procedure cases** nationally now referred to mediation services

Why this matters

The Mediation Clinic is helping the civil justice system manage pressure on court capacity by diverting defended Simple Procedure cases away from evidential hearings. This frees court time for higher-priority matters, including the criminal trial backlog, while improving access to justice for unrepresented individuals and small businesses.

Scale and demand

- **362 referrals** received from sheriff courts across Scotland during the reporting period
- On track to receive **450+ referrals** in the current financial year
- Scottish Government figures indicate approximately **4,800 defended Simple Procedure cases annually**, meaning mediation services now offered to **more than one in ten** defended cases nationally

This reflects increasing judicial confidence in mediation as a routine part of civil justice delivery.

Effectiveness and value

- **193 cases mediated** during the period
- **154 cases resolved**, including 136 on the day
- **Average settlement value:** £1,344.91

Each resolved case represents avoided court time, reduced cost to the system and, for parties, reduced stress and earlier resolution.

Access to justice

- **Nearly 90% of parties are unrepresented**
- Balanced participation between **consumers (47%) and small businesses/non-consumers (53%)**
- **66% satisfaction rate** among survey respondents

The service supports the court's duty under the Simple Procedure Rules to ensure that unrepresented parties are not unfairly disadvantaged.

Wider policy alignment

The Mediation Clinic contributes directly to Scottish Government priorities by: -

Improving **court efficiency and resilience**

- Supporting **access to justice** for unrepresented people
- Reducing the **stress and trauma** associated with litigation
- Enhancing the **ease of doing business in Scotland** through faster, lower-cost dispute resolution

Overall assessment

The evidence from April–December 2025 indicates that the Mediation Clinic is delivering clear system value, resolving disputes efficiently, and playing an increasingly embedded role within the civil justice system.