

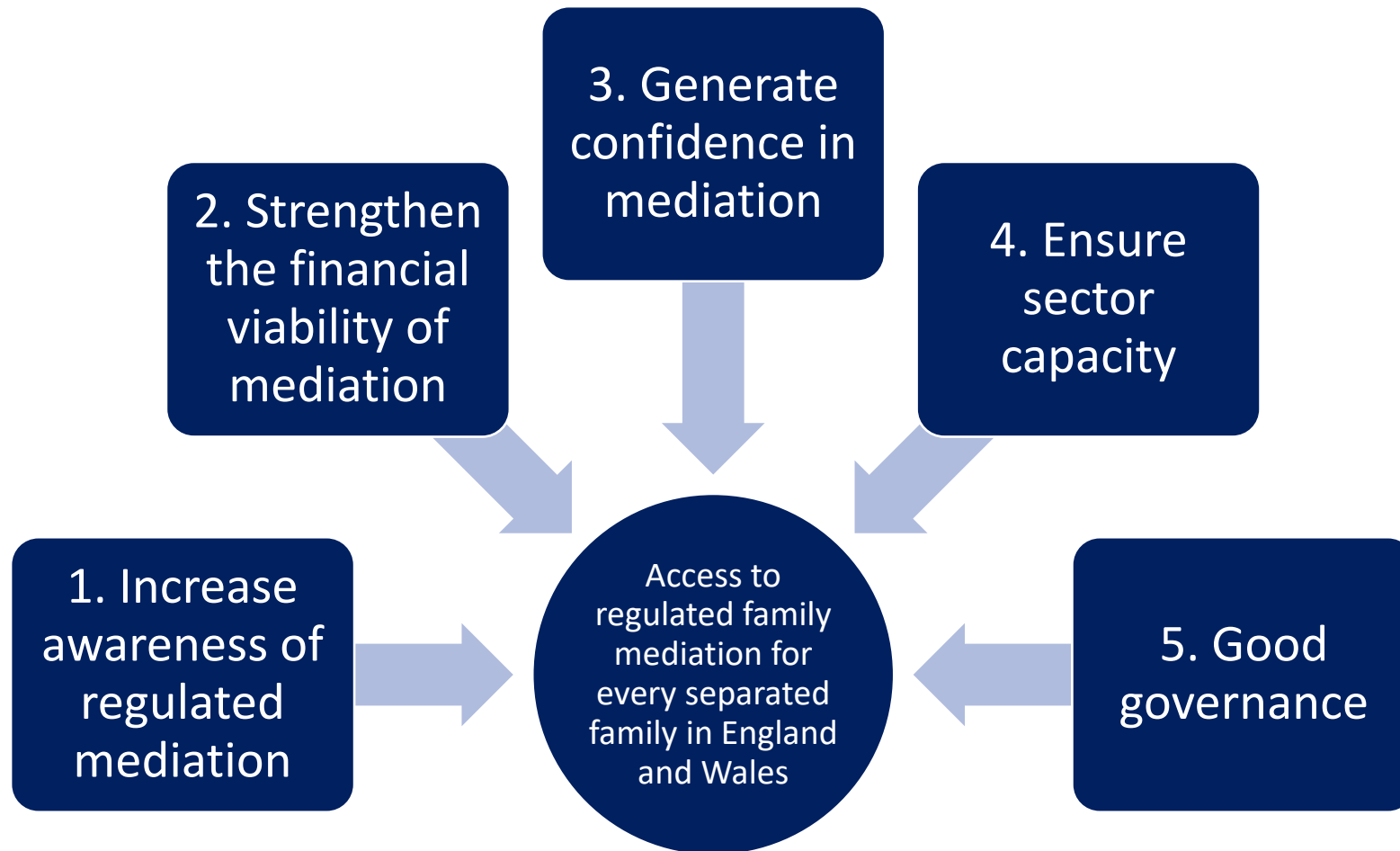


**FMC: The home of regulated family mediation**

## **Our vision**

Access to  
regulated family  
mediation for  
every separating  
family in England  
and Wales

# **Strategic Objectives 2025 - 2027**



## FMC – Areas of focus

	January – June 2025	July – December 2025	January – June 2026	July – December 2026	January – June 2027	July – December 2027
<b>Area of focus 1</b>	Explore taking FMC management and administrative resources in house, if necessary, consult and implement		Consult profession on structure of FMC & ensure this provides opportunities for input, and is best way to achieve FMC's aims	Review governance consultation	Implement any changes from governance consultation	
<b>Area of focus 2</b>	Plan Conference, prepare state of mediation report	Liaise with the FJC, judicial college & Magistrates Assoc re training	Explore & decide whether to apply for Royal Charter for Family Mediators	If it is so decided, make application for Royal Charter		
<b>Areas of focus 3</b>	Review FMC website aimed at the public, include case studies & CIM focus	Establish group of mediators to promote mediation locally, and LFJB mediator network	Establish whether a MIAM booking system can be set up through the Find A Mediator search	Implement MIAM booking system if feasible		
<b>Areas of focus 4</b>	Establish APPG on family separation					
<b>Ongoing activities</b>	<p>Continue to lobby MoJ for sustainable funding</p> <p>NB in All activities to support financial viability of sector need to bear in mind costs to mediators</p> <p>Ensure EDI issues are considered when making all policy decisions.</p> <p>Ensure financial stability &amp; sufficient resources to achieve aims including efficient office systems</p> <p>Produce template marketing resources for mediators (eg News releases)</p> <p>Stakeholder newsletters</p> <p>FMC Phone Line &amp; Website, inc Find A Mediator Search</p> <p>Regular meetings with decision makers and stakeholders</p> <p>If established, manage APPG</p> <p>Respond to consultations as relevant (NB LSB consultation expected in early 2025)</p> <p>Maintain representation at relevant groups eg FPRC sub-group</p> <p>Mediator Newsletter &amp; Coffee Mornings</p>					

Key: Increasing awareness of regulated mediation Financial viability Confidence in mediation Sector capacity Good governance NB some actions cover multiple areas

## FMSB – Areas of focus

	January – June 2025	July – December 2025	January – June 2026	July – December 2026	January – June 2027	July – December 2027
<b>Area of focus 1</b>	Accreditation Reform: Second pilot, return to register process & portfolio interview	Review existing portfolio routes & complete ARG workplan	Review existing portfolio routes and pilots and consider need for child/finance only accreditation	Consider portfolio review and recommend whether pathways should continue		
<b>Area of focus 2</b>	Produce resource for screening and assessment	Launching & embedding use of DCA resource	Agree way of deciding priorities to produce guidance – and start to develop this	Produce guidance for mediators (priority area tbc)	Produce guidance for mediators (priority area tbc)	Produce guidance for mediators (priority area tbc)
<b>Areas of focus 3</b>	Start to implement recommendations in PPC report	Clarify assurance responsibilities and agree data collection priorities	Follow up assurance work (following DCA & PPC work, and FMC conference)	Continue assurance work		
<b>Area of focus 4</b>	Completing actions from existing workplan (inc complaints review & incorporating CIM in to workstreams)	Redraft Code of Practice and restructure Standards, including consideration of CIM				
<b>Ongoing activities</b>	Registration (inc annual renewal) Accreditation: FMC portfolio route, re-accreditation, The Law Society Accreditation audit Complaints Training Course Approval Trading Standards Partnership Access to Enhanced DBS Checks NB in All activities to need to bear in mind costs to mediators					

# FMC & FMSB Objectives

## Strategic Objective 1: Increasing awareness of regulated mediation

Action	In order to ... (numbers refer to Summary of Priorities below)	Resources needed	When
Publish a <b>'State of Mediation' report</b> in September 2025 and 2027	Produce and publish a summary of mediation related issues which can inform future policy decisions and act as a base line for future (1,5)	RB, SB, HA, RC, RW	March – August every two years, published in September
<b>Produce 4 template letters</b> including to MPs re issues such as legal aid and the voucher scheme, <b>and 4 template news releases</b> for mediators to use each year	Empower mediators to effectively market the benefits of family mediation to the public & local stakeholders (1, 5)	RW	Throughout 2025 – 2027
Work with legal regulators to <b>establish a clear statement</b> about when a legal professional is regulated by legal regulators in respect of any mediation they carry out, and clarity of the regulator's expectations about competence, which is required by not defined.	Reduce unregulated mediation and increase the number of mediators on the FMC register. (1, 2, 5)	FMSB Registration and Promotion Panel	Starting Spring 25 by responding to LSB consultation on ethics.  Continue throughout 2025 – 2027 or until achieved.
<b>Establish a group of mediators happy to give presentations to professionals</b> about mediation, <b>train them to do so</b> and then <b>promote the opportunity for mediators to deliver presentations in the FMC stakeholder newsletter</b>	To empower mediators to promote regulated mediation to local stakeholders (1,5)	FMSB Registration and Promotion Panel RW JP	Launch at Conference 2025 Throughout 2025 – 2027
<b>Establish a network of mediators who attend LFJB and meet quarterly</b>	To promote regulated mediation to judges and be able to address any issues with the MOJ (1,5)	FMC office	Launch at Conference 2025 Throughout 2025 – 2027

Continue <b>to send a representative to the Family Procedure Rules Committee sub-group</b> to contribute to the monitoring of the impact of the April 2024 rule changes and any potential future change	To ensure court rules achieve their aim of encouraging people to resolve issues out of court, including through regulated mediation (1,5)	CB	Throughout 2025 – 2027 whilst the sub-group exists
Liaise with the FJC, judicial college & Magistrates Association to <b>request that training on mediation is included in judicial, magistrate and legal adviser training and ask that accurate and sufficient information is shared</b>	To promote regulated mediation to judges (1,5)	FMSB Registration and Promotion Panel, RH	April 2025 onwards
<b>Review and update the pages of the FMC website aimed at the public,</b> updating contents to include anonymous case examples, emphasise the need for regulated mediation and the importance of the voice of the child	To promote regulated mediation to everyone (1,5)	RW  Case studies from mediators needed	First review to be completed April 2025 & reviewed annually thereafter
Establish whether a MIAM booking system operated through the FMC Find A Mediator search <b>is feasible and whether there is any interest</b> in this from mediators. If so, consider implementation.	To promote regulated mediation (1,5)	FMC office	From January 2026 onwards
Try to re-establish APPG on family separation & provide secretariat if so established	To provide information to parliamentarians about family separation including mediation (1,5)	FMC directors (to find Chair & members) then FMC office	January – June 2025 – attempt to establish

## Strategic Objective 2: Financial viability

Action	In order to ... (numbers refer to Summary of Priorities below)	Resources needed	When
Have at least <b>monthly meetings with MoJ</b> across all issues, <b>quarterly meetings with CAFCASS</b> , <b>twice yearly meetings with the LAA &amp; DWP</b>	Retain good relationship with MoJ and have direct route to discuss any issues that arise (for example established topics such as legal aid and voucher scheme or projects such as the early legal advice pilot) (1, 6)	Legal Aid & Voucher Working Group members	Throughout 2025 – 2027
<b>Lobby the MoJ to allow mediators at stage 2 of the current pilot to be able to conduct legal aid and voucher work</b>	To encourage publicly funded firms to take on WTAs, to ensure WTAs are more easily able to access cases, to develop pathways to accreditation (6,2)	Legal Aid & Voucher Working Group members	From Jan 2025 onwards until achieved

## Strategic Objective 3: Confidence in mediation

Action	In order to ... (numbers refer to Summary of Priorities below)	Resources needed	When
Enter in to a 'Primary Authority' <b>Partnership with Trading Standards</b> March 2025 – March 2028 (subject to a review of value at end of each year)	Obtain advice about consumer law, to enable the FMC to write with confidence to unregistered mediators and encourage them to join the register; and to provide registered mediators with advice about how to advertise their services in line with consumer law (5)	£1060 (first year), £663/year thereafter  HA, MM, possibly RC & SB input Jan – March 2025	Jan – March 2025 set up (the most resource needed).  This becomes a resource to use thereafter.
<b>Produce a resource for screening and assessment for mediators to use</b> when considering suitability for mediation and arrange for mediators to be trained in its use	To provide a structure for mediators when screening and assessing the suitability of mediation, and especially where there are concerns about Domestic and Child Abuse. (3,5)	£10,000 to progress work at speed (a grant is available that the FMC may wish to consider bidding for)  FMSB DCA Panel	February – July 2025 – production of resource  September – December 2026 – train the trainers
<b>Implement recommendations</b> contained in PPC report	To ensure that the PPC system works well and there is sufficient capacity in the PPC system (2,3)	PPC Panel	Throughout 2025
Explore and <b>make a decision</b> on whether to apply for a Royal Charter for Family Mediators and if it is so decided, <b>make that application</b>	To promote regulated mediation to everyone (5,1)	FMC board	January 2026 – consideration starts, October 2026 decision made, if applying start process January 2027
Re-draft Code of Practice and Re-structure standards including CIM	To ensure documents are clear	FMC office	July 2025 onwards
Review assurance processes including data collection & develop if necessary (following DCA work, PPC work & FMC conference discussion)	To ensure FMSB regulation is robust	FMSB	January - December 2026



## Strategic Objective 4: Sector capacity

Action	In order to ... (numbers refer to Summary of Priorities below)	Resources needed	When
Host an <b>FMC Conference in 2025</b> which breaks even and which 75% of delegates say they would attend again	Celebrate FMC's 10-year milestone; bring the mediation community together; provide support to mediators; and allow for a wide discussion about assurance. (7, 3, 5)	JP - logistics  Sub group of FMC directors for one meeting in Feb, April, June & October.  Money for deposit before tickets sold.	Decision in January 2025, planning early 2025, delivery September 2025.
<b>Develop process for unregistered practising mediators to join the FMC Register</b>	To ensure there are clear pathways to accreditation (2), increase the number of registered mediators and decrease the number of unregistered mediators (1,2)	Accreditation Panel	Jan – March 2025
<b>Implement the portfolio interview</b>	To test an improvement to the portfolio process and develop pathways to accreditation (2)	Assessors £3000 for EDI training	March 2025 – March 2026
<b>Finalise and implement a second portfolio pilot</b>	To develop pathways to accreditation (2)	Accreditation panel	From February 2025
<b>Complete the ARG's workplan</b> to explore the viability of academic and apprenticeship routes to accreditation, alongside secondary profession routes	To develop pathways to accreditation in the long term (2)	ARG	October 2025
<b>Review existing portfolio routes and pilots</b> and consider need for child/finance only accreditation	To develop pathways to accreditation (2)	FMC & FMSB review group	Initial review from January 2026. Further reviews may be necessary.
<b>Consider portfolio review and recommend whether pathways</b> should continue in the short and medium term alongside the routes it had previously recommended	To develop pathways to accreditation (2)	ARG	July 2026 onwards
Create resources to support mediators (AI, finance, other?)	To ensure mediators feel supported in their role (2, 8)	FMSB Panels	July 2025 onwards

## Strategic Objective 5: Good governance

Action	In order to ... (numbers refer to Summary of Priorities below)	Resources needed	When
Change FMC & FMSB processes so that EDI issues are covered in every paper that goes to a panel, group or board.	Ensure EDI issues are considered when making all policy decisions. (8)	FMC office	From January 2025 onwards
Hold quarterly Finance Working Group meetings	Set a budget that can resource the FMC plans now and in the future. (8)	FWG JP	Throughout 2025 – 2027
Adopt 'Sheep Flow' to make better use of the FMC's online CRM system	To improve annual registration and re-accreditation experiences of mediators and efficiency of FMC office (8)	£2600 Sheep Flow set up + £100/month JP to co-ordinate introduction	February 2025 (to gain immediate benefit for 2025 annual registration onwards)
Explore taking FMC management and administrative resources in house, if necessary, consult and implement	Aid balancing of budget, create a permanent in-house FMC team. (8)	SB, AB	January – April 2025
<b>Conduct a consultation</b> with MOs, mediators, firms and trainers to ensure the structure provides appropriate opportunities for input to and structures for decision making, as well as appropriate support for mediators and the best structure(s) to promote mediation, and implement change if needed.	To ensure structure and governance processes of FMC are fit for purpose (8)	FMC board	Consultation from January 2026, review results July – December 2026 and put in place in an implementation time table if change is needed.

## Summary of priorities from FMC/FMSB joint meeting 11.12.24

### 1. Effective marketing of the benefits of Family Mediation to all stakeholders (Strategic Objective 1)

- a. The benefits of mediation and the need to try to resolve matters outside of court are more widely known than they were three years ago. There is a need for this message to be promoted with an emphasis on a need for regulated mediation and the benefits of child-inclusive mediation.
- b. Directly informing the public, judges (as influencers) and lawyers/CAFCASS officers (as referrers) and other stakeholders are the preferred methods of promoting regulated mediation. The FMC website & social media are good ways of connecting with the public. Organising an APPG connects with stakeholders.

### 2. Stop the decline and increase the supply of Family Mediators and experienced PPCs (Strategic Objective 3 & 4)

- a. The FMC has progressed pathways to accreditation. More work is needed to increase FMC numbers and capacity of the registered profession. There needs to be a clear pathway for those who had been mediating outside the FMC who wanted to register.
- b. Action is needed to ensure that the PPC system works well and there is sufficient capacity.

### 3. Enhance Quality Assurance (Strategic Objective 3 & 5)

- a. An internal discussion about the extent of assurance that is possible/progression on the issue of assurance is required.
- b. Where there are concerns about Domestic and Child Abuse the FMC must provide assurance about whether mediators are carrying out appropriate checks and making the right decisions regarding the suitability of mediation.

### 4. Pursue Charter status (Strategic Objective 1,3 & 5)

There continues to be significant interest in the idea of a Charter giving external validation of mediator status and public recognition of a qualified mediator.

### 5. Protect the FMCA Brand (Strategic Objective 1 & 3)

Enter into a 'Primary Authority' partnership with trading standards.

### 6. Continue success in achieving additional public funding for Family Mediation (Strategic Objective 2)

- a. Continue lobbying the MoJ for sustainable legal aid/ public funding and continuation of the voucher scheme.
- b. Less interest in trying to secure private funding through employers.
- c. Some support for promoting funding for Early Legal Advice through the proposed pilot.

### 7. Celebrate FMC's 10th Anniversary (Strategic Objective 1 & 4)

Including a conference to bring the mediation community together, publishing a report on the state of mediation that might include a review of relevant research.

### 8. Operate more efficiently (Strategic Objective 5)

- a. The FMC's secretariat is its biggest expense: there is an opportunity to reduce cost by bringing the service in house.
- b. Explore if the FMC could benefit from using new technology e.g. AI to post on social media, online booking system for mediators from the Find A Mediator search.
- c. Review governance including relationships with MOs, mediators, firms and trainers - ensure the structure provides opportunities for input and decision making, as well as support for mediators and promotion of mediation.