

Mediation service in Zaragoza historical center

ORGANIZATION*

AMEDIAR

COUNTRY AND CITY/IES

Spain, Zaragoza

FIELD OF WORK

Social inclusion, community mediation, intercultural mediation

THE ACTION IS ADDRESSED TO (BENEFICIARIES)

Neighbours of the Zaragoza's historical centre

DESCRIPTION OF THE ACTIVITY

The activity was developed in the framework of the Integral Plan for the historical centre of Zaragoza. The approach was holistic and involves neighbours, schools, health centres, etc. The mediation service carried out prevention and raising awareness activities (raising awareness campaigns linked to the needs of the neighbourhood), information and dissemination campaigns on mediation, training activities (with scholarships) for community agents, community mediation, and interpersonal mediation.

MAIN GOALS

The mediation services sought to promote a new social behaviour based on an alternative conflict resolution approach.

IMPACTS OF THE ACTIVITY

- Promoting of the mediation in different levels: interpersonal, group and teamwork.
- Raising awareness about mediation among the community: community is aware of the need of mediation.
- Developing agents and actions on schools.
- Improving a peaceful coexistence through plans

for social coexistence.

COOPERATION WITH STAKEHOLDERS

- Coordination and collaboration with the historical centre community: neighbours associations, trader associations, etc.

SUSTAINABILITY (ECONOMIC, SOCIAL AND INSTITUTIONAL SUSTAINABILITY)

The project is sustainable. It is important to highlight the holistic approach of the Integral Plan. It is also important to consider the coordination with the users, the associative network and the public administration. The access and use of the service is key in the sustainability; for this reason, to inform and disseminate the service is seminal. Social sustainability is also ensured if mediation is understood in a way that allows everybody to introduce changes in their behaviour and become, somehow, mediators.

TRANSFERABILITY

Yes, its transferable and the transferability should keep the holistic approach.