

An introduction to

The Intermediary Cooperative



What is an Intermediary?

An Intermediary is a communication specialist who helps facilitate two-way communication between people with vulnerabilities and justice professionals.

Intermediaries support communication in court proceedings and are impartial, with a duty of care to the court and the court process.

Intermediaries work within **two** schemes:

- Registered Intermediaries (RI) for witnesses & complainants in criminal matters.
- HMCTS approved Intermediaries (HAI) for people in all other areas of the justice system.



Why is there such a need for an Intermediary?

- According to research at least **60%** of young offenders have **language difficulties**. *(Bryan et al., 2015)*
- **35%** of offenders may have **speaking and listening skills below those expected of an 11-year-old**. *(Davies et al., 2004)*
- **45%** of young people referred for mental health services have been found to have **difficulties with language skills**. Difficulties such as making **inferences, interpreting ambiguity and understanding figures of speech**. *(Cohen et al. (2013)*
- **1 in 10** people have **long term speech, language and communication difficulties**.



Instances when an Intermediary may be required

- A person may have **difficulty with their literacy.**
- A person may be **struggling with their social use of language.**
- A person may **struggle with their speech.**
- A person may **have a background requiring additional support.**
- A person may have **difficulty regulating their emotions.**
- A person may have **difficulty understanding.**
- A person may have **challenges with attention, listening, and concentration.**
- A person may have **trouble explaining.**



Why choose The Intermediary Cooperative?

We work directly with vulnerable people during police interviews, court hearings, legal conferences and full trials.

We will:

- Carry out detailed communication assessments.
- Make individualised recommendations.
- Facilitate positive interactions between vulnerable people and legal professionals.
- Intervene, where necessary, to ensure our strategies are being followed in court.

The TIC Difference

- We're the only not-for-profit intermediary provider enabling us to offer true value for money and reinvest in our communities.
- We reduce time, cost and carbon footprint by matching intermediaries local to the referral.
- We offer consistency of intermediaries.
- We come from a range of specialist professional backgrounds and tailor these to referrals.
- We provide recommendations based on bespoke personalised assessments.
- We provide easy-to-use systems.
- We pride ourselves on excellent, personalised communication with referrers.
- We give back to our communities through social and environmental projects.





INTEGRITY

The highest levels of ethical and professional standards.



SOCIAL RESPONSIBILITY

Dedicated to making a positive impact on society.



PERSON-CENTRED

We view each service user as an individual and tailor our support to meet their specific needs.



HOLISTIC

We consider all internal and external factors that may pose barriers to communication.



EXCELLENCE

We are committed to the pursuit of excellence in the delivery of intermediary services and our work as a social enterprise.

What People Say About TIC

"The best intermediary we have come across. A credit to their company and intermediaries generally."

"Very professional, extremely helpful. Connected very well with the client. A pleasure to work with."

"The Intermediary Cooperative are extremely professional and prompt at responding to referrals. The communication is always great."

"TIC's intermediary has gone above and beyond since my instructing solicitor first made contact."

"Always goes above and beyond for clients. It has been a masterclass in engaging very vulnerable parents in difficult legal discussions."

"Friendly, helpful, professional, knowledgeable, great quality of work, easy to read reports and responded in a timely fashion."

"The best written, most informative intermediary assessment that I have come across."

How to book a TIC Intermediary

For further information, to make a referral or to book a **Lunch & Learn** session:

E: support@theintermediarycoop.co.uk

T: 0300 3020 2070

W: theintermediarycooperative.co.uk

