

# Family Mediation Service



Fareham Borough Council and Gosport Borough Council are working together to provide a Family Mediation Service aimed at young adults at risk of homelessness.

A qualified, experienced mediator has been employed using central Government funding, to provide this service **free of charge** for families.

All families have their issues and sometimes this leads to conflict. When conflict and disagreement arise in the family home a young person is sometimes asked to leave, or leaves of their own accord, and becomes homeless. The Family Mediation Service aims to prevent young people becoming homeless by working with the family before this happens.

The Family Mediation Service follows a well-established process for resolving disagreements in which the mediator helps to find a mutually acceptable resolution for all parties. The service provides support for many families with a variety of issues and your family does not need to feel alone.

## Advantages of mediation:

**Gives both parties a voice**

**Non-judgemental, neutral mediator to guide you**

**Safe space to explore problems**

**Free of charge**

**Held at a neutral venue**

**Way of exploring reconciliation**

**Better mental health and wellbeing**

**Early prevention to avoid homelessness**

**Better communication within the family**

**Confidential**

**Voluntary**

**Focus on the future to achieve a “gain gain” result and resolve conflict**

**Informal and flexible**

**Better understanding for both parties**



## How the process works

An impartial mediator can help people to identify their own needs, clarify issues and explore situations to negotiate an agreement. Mediators do not take sides - they listen to both parties to uncover hidden issues and help them communicate with each other by seeing things from a different perspective.

Mediation works by using the following pathway:



The parties can meet with the mediator for sessions for as long as required. The sessions are not time-limited and can be longer or shorter depending on the issues which need to be discussed.

## Final stages

The final stage of mediation is reaching an agreement between the two parties. You decide the agreement between yourselves and the mediator will help to guide you.

The mediator will produce a hard copy of the agreement and both parties can sign to indicate their commitment to the resolution. Although this is not legally binding, it gives families a clear set of agreements that all parties agree to.

## Confidentiality

During mediation you will be required to sign an information sharing agreement. While those involved in disputes might make disclosures about matters of a sensitive or private nature, discussions will not be documented and will remain confidential. No formal record will be kept other than the agreement which sets out the resolution and confirming that a session took place.

Mediators will not discuss the content of the mediation meetings subject to certain exceptions which will be explained before you start mediation.

## Contact information

The mediator covers both Fareham Borough Council and Gosport Borough Council areas. Please contact Melanie Walker at [mwalker@fareham.gov.uk](mailto:mwalker@fareham.gov.uk) or call **07501 751781**