

Having problems

with your neighbours,
landlord or within
your household?

What is Mediation?

Mediation is a process whereby someone not involved in a dispute and not known to the people involved, acts as a go-between to help the people involved come to a solution which they can agree on. The emphasis is placed on those involved to find their own solution and be guided by the mediator.

The mediation uses techniques to facilitate communication, problem solving and negotiation between parties in a safe and constructive environment.

The mediator will not take sides or tell someone what to do, but will help participants reach a mutually agreeable solution to the issue faced.

When can Mediation be used? *Mediation can*

be used and is successful in a variety of different situations.

Neighbour Mediation

Mediation is a well-established method of resolving conflict between neighbours. The mediator acts as an impartial third party to help in disagreements to find a mutually acceptable way forward. It focusses on collaborative problem solving between those in dispute to focus on the future, whilst understanding what has happened to cause the dispute.

Neighbourhood Mediation

Offered to residents in situations where many neighbours and parties are involved. It works on the principle that the community is best to resolve disputes within it.

Household or Landlord Mediation

This type of mediation centres around conflicts that relate to home and property, generally where family members or landlords are no

longer willing to accommodate another person, potentially risking homelessness.

Broxtowe Mediation Partnership

cannot act in disputes between those in a relationship, where Courts are involved or in custody arrangements of children.

Following receiving a referral, one of the trained mediators will contact the parties involved, preferably by telephone, to introduce themselves, ascertain more fully the background to the dispute and make arrangements for the first meeting.

Meetings do not always have to involve all parties involved face to face at all times, we understand that relationships between people could have deteriorated to the point where this is too difficult, certainly at first.

Mediation appointments are available

in person or over virtual meetings. The Broxtowe Mediation Partnership has a number of locations appropriate for meetings within the Broxtowe Borough, including in Stapleford, Beeston and Eastwood.

Each party involved will be invited to provide a summary of the issues that are part of the dispute along with any other relevant information so that the mediator has the full background of the issues in order to best understand them. The amount of meetings and time involved will vary according to the needs of the parties and the

complexity of the issues that are being explored.

The aim following a mediation process is to reach a proposed

mutually acceptable Mediation Agreement that will be prepared and circulated to all parties involved for their approval.



How do I access the service?

**Referrals are preferred by e-mail at
mediation@ca-broxtowe.org.uk**

**We can also be contacted by phone on
01773 768 363**

Referrals can be made by individuals or by agencies on client's behalf such as the Council or Police.

It is necessary and important that referrals are consented to by all parties before they are made and the information is shared.

The service is completely free to access.



