

Mediation Information Booklet

Need help to resolve conflict?



Mediation Service

Anyone aged 11-25 and their parent/carer can access mediation. You must be a resident in Worcestershire.

We offer a free service to young people aged 11 to 25 and the people close to them who they are in conflict with, living in Worcestershire. The aim is to strengthen their relationships and improve communication. Mediation works well as a means of nipping conflict in the bud when relationships have become strained. It can help when family members are having difficulties, misunderstandings or need support to have the difficult discussions that really need to take place.

Benefits of Mediation:

- Family relationships can be improved, repaired and preserved
- Resolves disagreement and conflict at an early stage avoiding further stress and upset
- Provides a safe and confidential environment
- Promotes open and honest communication and understanding between all involved
- You are in control of any agreements that are made

Mediation is:

- Voluntary – you cannot be forced to take part if you don't wish to
- Confidential – anything you say in your individual session remains private and won't be shared with other parties
- Future focused – it allows you to move forward in situations where you might feel stuck

Mediators are:

- Impartial – They don't take sides and won't make judgements
- Experienced – They are fully trained and accredited
- Approachable – They will listen to you and help you to get your point across

Conflict Coaching

If you feel like things are getting out of control but the other party isn't ready to join the conversation, conflict coaching can help. Our mediators will work with you to empower you to take responsibility for tackling problems and developing your own plan to make small changes one step at a time. Learning new strategies to deal with conflict can help to bring about positive changes which build into lasting solutions.

How to Refer

You can access our referral form via our website, or call or email us using the information below:

Website: <https://www.wyreforestnightstop.org.uk/how-we-help>

Telephone: 01562 743111

Email: info@wfnightstop.org



What is the process and how many sessions?

We offer up to 5 sessions per party, if needed:

- Initial consultation
- Individual session
- 3 further sessions – these could be individual, joint or conflict coaching sessions
- Follow up to check in with parties

Other useful information

- Appointments can be arranged Monday to Friday, 9.30am to 4.30pm
- If you contact us outside of these hours, your message will be acted upon the following working day
- At the end of mediation support, you will be asked to fill out a case closure form providing feedback on the service you have received
- We will also send out a 3-month follow-up feedback form to see how things have progressed.
- We will make up to two attempts to arrange an initial appointment with you
- Please give us as much notice as possible if you need to cancel an appointment so others get a chance to access our service
- Sessions can take place at our following locations or via zoom
 - Kidderminster (our office: 35-36 Worcester Street, Kidderminster DY10 1EW)
 - Worcester (Angel Centre, Angel Place, Worcester WR1 3QN)
 - Schools – some schools will allow us to conduct mediations for their students on site
 - Zoom – we can give you support to get this set up on your phone or laptop

Some things to consider

- Parties must be prepared to commit time to engage in all sessions
- Sessions usually last for 1 hour for an individual session and 1.5-2 hours for joint sessions
- Please text your mediator if you are running late. Mediators will only be able to wait 15 mins after the appointment time before leaving
- As sessions are private and confidential you will need to arrange alternative provision for any other siblings that are not involved in the mediation process
- You might need to take time off work as we only operate during office hours

Please note our mediation is to strengthen family relationships. We are unable to mediate between adults regarding contact arrangements or property as this requires legal expertise