



Mediation service



INVESTOR IN PEOPLE

Mediation service

We understand that people can become involved in disputes with neighbours over all sorts of matters and these disputes can sometimes drag on. In some cases disputes can escalate into incidents which may lead to the involvement of the police or the courts.

This leaflet contains information on how mediation may be able to help you, your family and your neighbours resolve issues before they escalate.

What is mediation?

Mediation is a fast and voluntary process that helps to define issues, develop options and then achieve a resolution agreed by everyone. It aims to stop the problems that keep on happening and cause anger, frustration and distress.

Mediation is confidential – anything discussed at a meeting will remain confidential, and nothing will be disclosed to anyone else. Be as open as you can about what your concerns are and how you think they may be resolved. You have the right to withdraw from the process at any point.

Mediation can strengthen relationships because everyone agrees to negotiate honestly and in good faith, and show common courtesy by allowing people to express their concerns without interruptions.

How does mediation work?

Mediation seeks to help parties to develop a shared understanding of any conflict and to work toward building a practical and lasting resolution. A safe, comprehensive discussion takes place where

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a trained mediator works with the parties to clear the air, listen to everyone's issues, clarify underlying feelings and encourage mutual understanding.

Once a referral is made to our mediation service a mediator is allocated. The mediator meets with the people involved individually and confidentially to hear their concerns and issues and talk through how mediation may help. When everyone is ready, by advance agreement, both parties come together for a joint meeting with the mediator where they will have an equal opportunity to explain their concerns to one another.

What whg mediators will do:

- mediators contact all parties involved and arrange an appointment to interview all parties
- they will assist communication and ensure that each side has equal opportunities to speak and listen
- they will work towards realistic and fair agreements that both parties are happy with.

What whg mediators will not do:

- make judgements
- take sides
- breach confidentiality.

All our mediators are fully qualified professionals who can work quickly and effectively to help resolve conflict and help find a solution that everyone can live with.

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The mediation process

whg's mediation service will investigate all referrals made to it. The service will work with and interview all parties involved and treat everyone equally. A written agreement will be drawn up jointly by all parties and all parties will be given a copy so there is a record of what was discussed and what everyone agreed to.

The standards we aim to meet are detailed below.

Step one

You can request a referral form which will be completed with you and forwarded to our mediation service. Once the referral is authorised the case will be allocated to a mediator within two working days.

Step two

whg mediation service will contact all parties and arrange an individual interview with each party within five working days.

Step three

If all parties are in agreement, we will arrange a joint meeting between all parties within 10 working days.

Step four

whg mediation service will attempt to complete the mediation process, hopefully concluding with an agreement that has been reached by all parties, within 20 working days.

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Step five

whg mediation service will offer an aftercare service for a further 10 working days. This means we will contact all parties twice during the 10 day period to ensure the agreement is being maintained. After which point we will conclude that the mediation process has been a success and the case will be closed. If there are further issues, we will try once more with mediation to try and resolve these issues.

Improving our service

Once all parties are in agreement, participants involved in the mediation will be asked to complete an evaluation form which whg will use to plan future service delivery.

How we can help

If you require any further information, please contact:

whg mediation service
Community Safety team
Bloxwich Hall
Elmore Green
Bloxwich WS3 2QW

Telephone: 0300 555 6666



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English

For interpretation, translation, large print, Braille or audio formats, ask an English speaking friend to help you contact your local housing office.

Bengali

ভাষাভেদ, অনুবাদ, বড় হরফ, ব্রেল কিংবা অডিও ফরম্যাটের জন্য, ইংরেজী বলতে পারেন আপনার এমন কোন বন্ধুকে আপনার স্থানীয় হাউজিং অফিসের সঙ্গে যোগাযোগ করার জন্য সাহায্য করতে বলুন।

Punjabi

ਵਿਆਖਿਆ, ਅਨੁਵਾਦ, ਵੱਡੇ ਪਿੰਟ, ਬ੍ਰੈਲ ਜਾਂ ਆਡੀਓ ਫਾਰਮੈਟਾਂ ਲਈ, ਅੰਗ੍ਰੇਜੀ ਬੋਲਣ ਵਾਲੇ ਕਿਸੇ ਦੋਸਤ ਨੂੰ ਕਹੋ ਕਿ ਉਹ ਤੁਹਾਡੀ ਸਥਾਨਕ ਹਾਊਸਿੰਗ ਟ੍ਰਸਟ ਨਾਲ ਸੰਪਰਕ ਕਰਨ ਵਿਚ ਤੁਹਾਡੀ ਮਦਦ ਕਰੇ।

Gujarati

अर्थव्युत्पत्ति, भाषांतर, मोटी प्रिन्ट, ब्रेल अथवा ऑडियो फॉर्मेट माટે, तमारा उंगवेलिअ ओवता मित्रने तमारा स्थानिक डाउसिंग ट्रस्टनी संपर्क करवा मदद माटे कडे।

Hindi

भाषांतरण, अनुवाद, बड़े प्रिंट, ब्रेल अथवा ऑडियो फॉर्मेटों के लिए, अंग्रेजी बोलने वाले किसी दोस्त से कहें कि वह आपकी स्थानीय हाउसिंग ट्रस्ट से सम्पर्क करने में आपकी मदद करे।

Urdu

اشرح، ترجمہ، بڑے چھاپے، بریل یا آڈیو فارمیٹ کے لیے انگریزی بولنے والے کسی دوست سے دریافت کریں کہ وہ آپ کے مقامی ہاؤسنگ ٹرسٹ سے رابطہ کرنے میں آپ کی مدد کرے۔

French

Pour toute demande d'interprétariat, de traduction, de document en gros caractères, en braille ou en format audio ; veuillez demander à une de vos relations parlant anglais de contacter le bureau local de l'association de gestion de votre logement.

Turkish

Sözlü ya da yazılı tercümesini, ya da büyük puntuyla, körler alfabesiyle ya da sesli kayıt halinde edinmek için İngilizce bilen bir tanıdığınızdan bölgenizdeki konut vakfıyla temas kurmanıza yardımcı olmasını isteyin.

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To contact us please call:

0300 555 6666

Always charged at **local rate**
– including from mobiles

Brownhills Housing Office

13 Silver Court
High Street
Brownhills WS8 6HA

Bloxwich Housing Office

Bloxwich Hall
Elmore Court
Elmore Green Road
Walsall WS3 2QW

Blakenall Housing Office

Blakenall Village Centre
Thames Road
Blakenall
Walsall WS3 1LZ

Central Walsall Housing Office

2nd Floor
Tameway Tower
Bridge Street
Walsall WS1 1JZ

Darlaston Housing Office

45 King Street
Darlaston WS10 8DE

Willenhall Housing Office

Beechwood House
New Road
Willenhall WV13 2BG

Email us at enquiries@whgrp.co.uk
Website: www.whg.uk.com



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